

Testing Personas

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Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

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Persona: Victor Hayes

Customer Overview

Victor Hayes is a 72-year-old Vietnam War veteran and first-time American Job Center (AJC) visitor. He is currently facing imminent homelessness due to overdue rent and relies on public transportation. Victor has a combat-related hand disability and combat-related health conditions. Victor has low digital literacy and prefers in-person, staff-assisted services. Despite these challenges, he brings a wealth of experience from 35 years in manufacturing and has strong hands-on skills, including furniture building and math proficiency. He actively seeks to return to work as soon as possible and is open to various shifts, including evenings and weekends. Victor needs support with resume creation, housing stability, and navigating multi-agency referrals to reenter the workforce and regain financial security.

Program Track: Dislocated Worker -Substantial Layoff

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
- **Career Interest:**
 - Unsure of specific occupation but has career fields in mind:
 - Construction and Extraction
 - Installation, Maintenance, and Repair
 - Production
 - Other hands-on roles
- **Job Considerations & Support Needs:**
 - Job Preferences: Open to various shifts (day/evening), but would like the same schedule each week, and prefer jobs close to home near the bus route
 - Health Needs: Combat-related disability and health condition
 - Transportation: Relies on public transportation
 - Childcare & Dependent Care: None
 - Legal needs: Does not have legal needs
 - Money Needs: Facing imminent homelessness due to overdue rent
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions

- Can fill out forms with assistance

Basic Information

- **Address:** 3718 State St, East Saint Louis, IL 62205
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** February 9, 1953 (Age: 72)
- **Email:** VictorHayes@fakemail.com
- **Phone:** 999-999-9999
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Male
- **Veteran Status:** Vietnam War Veteran
- **Discharge Status:** Honorable
- **Disability Status:** Yes – Combat-related hand disability
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 5312345612
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 35 years in manufacturing
- **Skills:**
 - Furniture building
 - Strong math skills
 - English speaker
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Laid off 3 weeks ago due to company downsizing
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Lost last job and had to take lower-paying work without healthcare
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment

- Layoff Event = yes
- Job Title: Machinists
- Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
- Date Notified of Layoff: 12/22/2025
- Projected Layoff Date: 2/5/2026
- Actual Layoff Date: 2/5/2026
- Wages: 58,000\$ Yearly
- UI Status – I am receiving UI
- Declining = No
- Low Growth = Yes
- UI Claimant = Yes, UI Profilee
- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- Unemployment Insurance (UI) Status: Claimed
- Public Assistance:
 - SNAP (Food Stamps)
 - SSDI
- Have you received TANF
 - No

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Victor needs to return to the workforce immediately in a career cluster where he has many years of experience already. He will need to create a resume that fits the job he would like.

Service Needs & Referrals

- **Urgency Tag:** Housing instability
- **Referral Needs:**
 - Title I (Workforce Innovation and Opportunity Act)
 - DRS (Division of Rehabilitation Services)
 - IDES (Illinois Department of Employment Security)
 - Housing support services
- **Intake Preferences:**
 - Staff-assisted intake
 - Offline workflows for non-digital users

Persona: Katelyn Monroe

Customer Overview

Katelyn Monroe is an 18-year-old single mother of two, living in unsafe housing. She has no diploma, no work experience, and no transportation. Additionally, she receives SNAP, TANF, and has limited income. Katelyn needs assistance with education, childcare, and housing support, with low literacy and social worker involvement.

Program Track: OSY - Low Income Parenting, HS Dropout

Goals & Support Needs

- **Career goals:**
 - HS diploma
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Unsure where to start
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours, Needs help
 - Health Needs: Other health needs
 - Transportation: No way
 - Childcare & Dependent Care: Single parent, needs reliable childcare
 - Legal Needs: None
 - Money Needs: Needs help, Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 112 E 5th Street, Saint Elmo, IL 62458
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 6/21/2007
- **Email:** katebear621@fakemail.com

- **Phone:** 618-234-1234
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Divorced
- **SSN:** 123-45-6789

Education History

- **Education Level:** Dropped out after junior year of high school.
- **Currently Enrolled in School/Training:** **X** No

Employment Background & Skills

- **Work Experience:** No job yet
- **Skills:**
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:**
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - SNAP (Food Stamps)
 - TANF
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Parent

Other Identified Employment Barriers

- Pregnant or Parenting: Yes
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Katelyn dropped out of high school Junior year. She would like to earn her diploma/GED and then a credential. She will need a job to better support her family during this process, and will need to create a resume to apply for jobs. She may also need assistance preparing for job interviews. She is unsure of what career field she would like to go into, and earn a credential, at this time.

Service Needs & Referrals

- **Urgency Tag:** Lives in unsafe, unsanitary conditions (evidenced by roaches in personal belongings), one child under DCFS guidance
- **Referral Needs:**
 - Title II referrals for High School Equivalency
 - transportation assistance
 - Resume preparation
- **Intake Preferences:**
 - Accompanied by a silent social worker during first AJC visit
 - Children present and restless during intake
 - Offline and staff-assisted workflows for low-literacy users

Persona: Nicolle Jensen

Customer Overview

Nicolle Jensen is a 40-year-old domestic abuse survivor living in a homeless shelter. She lacks documentation and formal work history, but she is determined to rebuild her life and secure housing. Nicolle needs career planning, resume help, and communication access.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Get a Job
 - Start/Change Career
- **Career Interest:**
 - Explore career paths
- **Job Considerations & Support Needs:**
 - **Career goals:** Get a Job, Start/Change Career
 - **Career goal clarity:** Exploring career paths
 - **Job Preferences:** Needs help, Other: housing instability
 - **Health Needs:** Safety concerns, Other needs
 - **Transportation:** No way, Get a ride
 - **Childcare & Dependent Care:** None stated
 - **Legal Needs:** None stated
 - **Money Needs:** Needs help, Other: lacks documentation
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - ? I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - X I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 1425 W Lincoln Hwy, Dekalb, IL 60115
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 8/31/1985
- **Email:** nicolle@fakemail.com
- **Phone:** (815) 555-0198

- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** Yes
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** No past work experience
- **Skills:**
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:**
- **Resume:** No
- **Job Loss & Reemployment Status:**

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Other cash assistance
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- **Pregnant or Parenting:** No

- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Nicolle has a high school diploma but no work history. She now wants to begin working and start a career. She has no resume or work experience, so she will need help creating a resume as well as interview preparation. At this time, she is unsure of what career path she'd like to be in, so she will need a chance to explore different careers.

Service Needs & Referrals

- **Urgency Tag:**
 - Lives in a homeless shelter
- **Referral Needs:**
 - Career planning
 - Education
 - Resume prep
 - Job search
 - Needs a reliable phone number
- **Intake Preferences:**
 - Documentation assistance

Persona: Todd Granger

Customer Overview

Todd Granger is a 45-year-old male who has been the primary caregiver for her elderly mother, who had advanced dementia, for the last 4 years. During this time, he was not employed outside the home and relied on her mother's Social Security and a small pension to cover household expenses. Todd's mother passed away a month ago, and he is actively seeking training to become a CDL driver to get into the workforce to have income to support himself. He has previously worked odd jobs around town. However, he does not have a strong skill set in any specific area. He has a criminal background and financial stress. He is actively seeking CDL training and expungement support.

Program Track: Dislocated Worker - Homemaker

Goals & Support Needs

- **Career goals:**
 - Get Training
 - Start Career
- **Career Interest:**
 - Truck Driver
- **Job Considerations & Support Needs:**
 - Career goal clarity: Needs training to reach goal
 - Job Preferences: Specific hours, Flexible hours,
 - Health Needs: None
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: Past legal issues, Needs help
 - Money Needs: Needs help, Legal fines
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 4200 Conestoga Dr, Springfield IL, 62711

- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 3/15/1980
- **Email:** todd.granger@example.com
- **Phone:** 217-999-1234
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** Yes
- **Discharge Status:** Honorable
- **Disability Status:** Yes - health
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 8012345677
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Worked odd jobs around town
- **Skills:** Needs training to get a CDL license
- **Current Employment Status:** Not employed, actively seeking work
- **Resume:** Yes, Outdated
- **Job Loss & Reemployment Status:**
 - Has been the primary caregiver for elderly mother for the past 4 years.

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - SNAP (Food Stamps)
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888

- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: Yes
- Foster Care: No

Information Learned During Assessment to guide Career Plan

- Todd wants to become a truck driver. He is going to need to get training and obtain his CDL so he can begin his career as a truck driver.

Service Needs & Referrals

- **Urgency Tag:** High financial stress and worried about bills and housing stability
- **Referral Needs:**
 - Criminal background; needs to navigate the Land of Lincoln expungement process
 - CDL Training enrollment, Educational expense grants
 - Resume preparation
- **Intake Preferences:**
 - Frequent visitor to the AJC resource room
 - Onsite resource-room intake: rapid referral creation and printed confirmations
 - Automated reminders for class registration deadlines, expungement milestones, and rent-support follow-ups

Persona: Aurora Fields

Customer Overview

Aurora is a 35-year-old spouse of an active-duty service member who has recently moved due to a permanent change in her spouse's duty station. She previously worked at a library, but since moving, hasn't been able to find a similar job and has taken work as a waitress. She has mental health challenges (anxiety, ADHD, suspected autism). Underemployed and struggling to find better employment. Aurora needs career planning, help with upgrading her employment, and mental health accommodations.

Program Track: Dislocated Worker - Spouse of Active Duty Service Member

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
- **Career Interest:**
 - General field in mind
 - Educational Instruction and Library
 - Office and Administrative Support
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours, Flexible hours,
 - Health Needs: Mental health needs
 - Transportation: Car
 - Childcare & Dependent Care: None
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 298 E Vine Street, Vienna, IL 62995
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 7/20/1990

- **Email:** afields1990@fakemail.com
- **Phone:** 618-567-9875, only works on wi-fi
- **Can Receive Text:** No
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** Yes
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** Not applicable
- **Marital Status:** Married
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Currently working at a restaurant, but hours keep getting reduced
- **Skills:**
- **Current Employment Status:** I have a job right now
- **Reason for Job Loss:** Had to quit job due to being a military spouse and moving due to a permanent change in duty station.
- **Resume:** Yes, outdated

Income Assistance

- **Unemployment Insurance (UI) Status:** No
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Aurora needs help in finding a new job that is more aligned with her work history. She previously worked at a library and would like to either stay in the educational instruction/library or move into an office/admin support role. She does have a resume, but it will need to be updated before applying for positions.

Service Needs & Referrals

- **Urgency Tag:** living in a home with no running water, visibly unhygienic, and in distress
- **Referral Needs:**
 - Title I referrals for career planning, resume prep, job search, and housing instability
 - DRS referrals for disability-related services
 - Community agency referrals for rent and utility assistance
 - Non-formal referrals to hygiene services and food pantries
- **Intake Preferences:**
 - Mental health challenges and limited digital access

Persona: Christa Bain

Customer Overview

Christa Bain is a 43-year-old immigrant from the Bahamas who has lived in the U.S. most of her life. She owned a small salon for eight years, but worsening economic conditions in her community forced her to close it. Now she is unemployed and living with several family members in a small, shared home with one car. She is interested in starting a new career, but is unsure what type of career she would like to start. Additionally, she is shy and needs ESL support, career re-entry assistance, and transportation help to regain stability.

Program Track: Dislocated Worker - Self Employed

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - I'm unsure where to start and need guidance
- **Job Considerations & Support Needs:**
 - Job Preferences: Needs help, Other: ESL, transportation
 - Health Needs: Other health needs
 - Transportation: Get a ride, No way
 - Childcare & Dependent Care: None stated
 - Legal Needs: None stated
 - Money Needs: Needs help, Other: immigrant
- **Literacy & Skills Assessment:**
 -  I can read and understand stories, articles, or directions written in English.
 -  I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 -  I can add, subtract, multiply, and divide numbers without a calculator
 -  I can speak English well enough to get or keep a job.
 -  I can use a computer to complete tasks.
 -  I can follow step-by-step instructions.
 -  I can fill out forms.

Basic Information

- **Address:** 8495 State Route 143, Edwardsville, IL 62025
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 11/8/1982

- **Email:** cbainbahamas@fakemail.com
- **Phone:** 618-358-9426
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** Permanent Resident
- **Work Authorization:** Yes
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Some College but no degree
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 20 years of experience as a salon owner
- **Skills:** Customer Service, business ownership, service industry
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** economic conditions caused the closure of the salon
- **Resume:** Yes, will need assistance to review
- **Job Loss & Reemployment Status:**
 - I need help finding a new job because I can't go back to my old job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Hairdressers/Hairstylists/Cosmetologists
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 38,000\$ Yearly
 - UI Status – I am not eligible for UI
 - Declining = No
 - Low Growth = Yes

- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Sibling

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: Reading, Writing, Speaking, Understanding
- English as Native Language = No
- English as Primary Language Spoken in the House = No

Information Learned During Assessment to guide Career Plan

- Christa is looking for a new career. She is unsure what type of career she wants but is interested in earning a credential and starting a new job/career. She will need assistance in creating a resume and helping with job interview skills. As an immigrant, she also needs assistance through an ELA program.

Service Needs & Referrals

- **Referral Needs:**
 - Title I referrals for career planning, resume prep, job application, and interview readiness
 - Non-formal referrals to the resource room for work experience placement
 - Transportation support and career re-entry for immigrants
- **Intake Preferences:**
 - Intake workflows for ESL clients and those with cultural barriers
 - Staff-assisted navigation for shy or non-verbal users

Persona: Luis Romero

Customer Overview

Luis Romero, a 55-year-old veteran with an associate's degree and a disability, is preparing for separation from the armed forces. Visiting the AJC, he seeks job readiness support and a smooth transition to civilian employment. Approved for DRS services, he needs accessibility accommodations, resume assistance, and guidance to secure a new career path.

Program Track: Dislocated Worker - Transitioning Vet

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Clear career goal and knows occupation
 - Computer Systems Analyst or
 - Information Security Analyst
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours,
 - Health Needs: Disability
 - Transportation: Car
 - Childcare & Dependent Care: None stated
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 7001 Cermak Road, Berwyn, IL 60402
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 9/3/1969
- **Email:** SrLuisRomero69@fakemail.com
- **Phone:** 773-254-4567
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** Transitioning Service Member
- **Disability Status:** Yes
- **Citizenship:** US Citizen
- **Work Authorization:** Yes
- **Selective Service:** 6912345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Associate's degree in information technology
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 15 years of experience as a systems analyst specialist for the army.
- **Skills:** Analyze business requirements, design and implement solutions, and provide technical support training.
- **Current Employment Status:** I have a job right now
- **Reason for Job Loss:** pending separation from the army.
- **Resume:** Yes
- **Previous Employer:**
 - US Army Garrison Command Fort Leonard Wood
 - Layoff Event = yes
 - Job Title: Computer Systems Analysts
 - Employer Address: 14000 Mscoe Loop Ste 120
 - Fort Leonard Wood, MO 65473 -8300
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 3/5/2026

- Actual Layoff Date: 3/5/2026 (note fix for this coming to only allow current or past dates)
- Wages: 78,000\$ Yearly
- UI Status – I am receiving UI
- Declining = Yes
- Low Growth = Yes
- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - None

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Luis is looking for a new career path once he is discharged from the military. He is unsure what career he would like to pursue, so he will need guidance and assistance with earning a credential and getting a new job.

Service Needs & Referrals

- **Referral Needs:**
 - DRS referral tracking and counselor assignment workflows
 - Referred to DRS and successfully connected with a counselor
 - Title I intake for job readiness and resume support
- **Intake Preferences:**
 - Accessibility accommodations intake and training programs
 - Cross-agency service coordination and progress tracking
 - First-time visitor to AJC for job readiness and job search support

Persona: Susan Flanders

Customer Overview

Susan Flanders is a 20-year-old college student. Currently enrolled in a welding program, Susan is focused on earning credentials, gaining hands-on experience, and eventually securing an apprenticeship. However, she is struggling to support herself and her 1-year-old son while she is in school. She has limited work experience and a busy schedule, which has made it challenging for her to find part-time work to support herself. She is actively seeking career guidance, resume-building assistance, and assistance in finding part-time work. With limited income and reliance on public transportation or rides. Her strong foundational skills in literacy, numeracy, and technology position her well to succeed with the right support.

Program Track: ISY - pregnant parenting

Goals & Support Needs

- **Career goals:**
 - Apprentice
 - Find a Job
 - Earn a Credential
- **Career Interest:**
 - Need Training to reach goal
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours, Flexible hours
 - Health Needs: Other health needs
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: single parent of 1-year-old son
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 854 E 2300 North Rd, Danforth, IL 60930
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 11/29/2005
- **Email:** SusanFlanders@fakemail.com
- **Phone:** 815-555-3472
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** Yes
- **Selective Service:** Not Applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma and some college or training classes after high school
- **Currently Enrolled in School/Training:** Yes

Employment Background & Skills

- **Work Experience:** Previously worked as an RA at her school
- **Skills:** welding
- **Current Employment Status:** I've just started working and building my skills
- **Reason for Job Loss:** Moved off campus
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - SNAP
 - TANF
 - Limited income

Additional Contacts

- **Name:** Sam Brown

- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- **Pregnant or Parenting:** Yes
- **Justice Impacted:** No
- **Foster Care:** No
- **Trouble with English:** No

Information Learned During Assessment to guide Career Plan

- Susan is currently enrolled in a welding program and seeking credentials and an apprenticeship. In the meantime, she needs help finding a part-time job and will need assistance in creating a resume.

Service Needs & Referrals

- **Referral Needs:**
 - Title I enrollment and training program tracking
 - Resume-building and career pathway planning
- **Intake Preferences:**
 - Registered remotely and attended WIOA orientation
 - Progress monitoring for welding certification
 - Automated reminders for class attendance and milestone completions

Persona: Joey Patterson

Customer Overview

Joey Patterson, 37, was recently released from prison after 15 years and is basic skills deficient, struggling with computer use, completing forms, and following instructions. He has limited income, lives with his parents, and is seeking job readiness and reentry support. Joey was referred to the SaFoundation, but he has not been able to connect with them. He is looking for help getting referrals to resources that will help him reintegrate. Additionally, he is interested in enrolling in a training program to earn a job-ready credential, improve digital literacy, and successfully enter the workforce.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Exploring Different Career Paths
- **Job Considerations & Support Needs:**
 - **Job Preferences:** Needs help
 - **Health Needs:** Mental Health needs
 - **Transportation:** Public transport, Get a ride
 - **Childcare & Dependent Care:** None stated
 - **Legal Needs:** Needs help with legal issues
 - **Financial Situation:** Needs help
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 39172 N Green Bay Rd, Beach Park, IL 60087
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 5/22/1988
- **Email:** JoeyPatterson@fakemail.com
- **Phone:** 847-365-4758
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** N/A
- **Selective Service:** 8812345670
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Earned High School Equivalency through prison
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** none
- **Skills:**
 - basic landscaping and groundskeeping skills
 - took a basic literacy course
- **Current Employment Status:** Mowed lawns for cash
- **Reason for Job Loss:** Incarcerated
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888

- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Parent

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: Yes
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Joey is looking to enroll in a training program and earn a credential, although he is unsure what type of career he wants yet. He would also like to improve his digital literacy and find a job.

Service Needs & Referrals

- **Referral Needs:**
 - Needs job readiness and employment support
 - Referred to AJC and Safer Foundation for reentry services
 - Attended WIOA orientation but was unresponsive to Safer Foundation outreach
- **Intake Preferences:**
 - Reentry service referral workflows and follow-up tracking
 - Title I intake for job readiness and employment support
 - Outreach automation and engagement tracking
 - Flagging for additional follow-up and case management

Persona: Ava Tran

Customer Overview

Ava is a 17-year-old currently in foster care and finishing her senior year at a public high school. She dreams of going to college to study education. She has limited financial resources, no family support for navigating college applications, is unsure how to complete FAFSA forms, and relies on public transportation. Ava is motivated and very excited for the next chapter of her education. She needs career guidance, supportive services, and help with college readiness, including assistance with applications and financial aid, so that she can earn her degree.

Program Track: ISY -currently in fostercare

Goals & Support Needs

- **Career goals:**
 - Earn a Degree
- **Career Interest:**
 - Need Training to reach goal
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: None
 - Transportation: Public transport
 - Childcare & Dependent Care: None
 - Financial Situation: Budgeting
 - Legal Needs: None stated
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 1195 N Broad Street, Galesburg, IL 61401
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 10/31/2006

- **Email:** ATran@fakemail.com
- **Phone:** 309-224-3474
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Asian and White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Senior in high school
- **Currently Enrolled in School/Training:** Yes

Employment Background & Skills

- **Work Experience:** none
- **Skills:**
- **Current Employment Status:** Has not had a job yet
- **Reason for Job Loss:**
- **Resume:** No

Income Assistance

- **Currently in Foster Care**
- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - Free/reduced lunch

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Legal Guardian

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: Yes, currently in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Ava is a youth who is finishing high school and planning to continue her education in college. She needs assistance to earn her degree; however, with some career guidance and college readiness.

Service Needs & Referrals

- **Referral Needs:**
 - Youth program intake and eligibility verification
 - Youth-specific support services and milestone tracking
- **Intake Preferences:**
 - Completed phone screen for age and eligibility
 - Attended orientation and connected with the youth coach
 - Actively exploring program enrollment options

Persona: Chris Castillo

Program Track: Dislocated Worker - Small Group Layoff

Customer Overview

Chris is a 46-year-old man who primarily speaks Spanish and was recently laid off during a small layoff at a local warehouse company. He is struggling to find work because his technical/digital skills are outdated, and his limited English makes applications and interviews difficult. Additionally, he is struggling to navigate how to apply for UI after the layoff. Carlos lives with his wife and two young children; his wife stays home to care for them, and the family has reliable transportation. He has valid work authorization and is looking for help improving his English, upgrading his skills through training, and finding a stable job in warehousing to support his family.

Goals & Support Needs

- **Career goals:**
 - Return to work
- **Career Interest:**
 - Clear career goal and knows occupation
 - Inventory Clerk
 - Distribution manager
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours
 - Health Needs: None
 - Transportation: Car
 - Childcare & Dependent Care: Has stable childcare
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 2502 E Empire St, Bloomington, IL 61704
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 8/4/1979
- **Email:** chris.castillo@fakemail.com

- **Phone:** 999-999-9999
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** No
- **Work Authorization:** Yes
- **Selective Service:** No
- **Marital Status:** Married
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No
 - Completed vocational certificate in warehouse operations and inventory control in 2003

Employment Background & Skills

- **Work Experience:**
 - Warehouse associate/Inventory clerk for 12 years in Mexico.
 - Inventory clerk at local company for 8 years.
- **Skills:**
 - Mathematics
 - Technical drawing
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Local warehouse had a small layoff
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Shipping, Receiving, and Inventory Clerks
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026

- Actual Layoff Date: 2/5/2026
- Wages: 38,000\$ Yearly
- UI Status – I am not sure
- Declining = No
- Low Growth = Yes
- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:** Has not filled, struggling to navigate the process.
- **Public Assistance:**
 - N/A

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: Yes, has kids
- Justice Impacted: No
- Foster Care: No
- Trouble with English: Writing and Speaking
- English as Native Language = No
- English as Primary Language Spoken in the House = Yes

Information Learned During Assessment to guide Career Plan

- Chris was laid off and is looking for new employment in his same career cluster. He needs digital literacy and EAL assistance, as well as improving interview skills. He would also like to upgrade his skills through training.

Service Needs & Referrals

- **Urgency Tag:**
- **Referral Needs:**
 - Needs ESL referral
 - Vocational training referral and attendance tracking. The vocational program has reached out three times with orientation invites.



Illinois
Department of Commerce
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OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

Intake Personas
February 2026 V2

- **Intake Preferences:**
 - Staff-assisted intake
 - ESL program referral and intake
 - Communication workflows for users with limited phone access
 - City-of-residence verification for eligibility

Persona: William Reyes

Customer Overview

William is a 29-year-old bilingual DACA recipient with valid work authorization who was recently laid off when a car manufacturing facility closed. He has a hearing impairment that requires occasional accommodation but does not limit his ability to work. William has no children or legal issues and is eager to return to the workforce quickly to maintain income and help support his extended family. He is open to transitioning into a new career field and wants to leverage his bilingual skills in a role that offers stability and growth. William is seeking assistance with career planning and job placement to achieve his goals.

Program Track: Dislocated Worker - Facility closure

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
 - Get a job
 - Start/change career
- **Career Interest:**
 - Exploring different career paths
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: Hearing disability, occasional accommodations needed
 - Transportation: Car, Get a ride
 - Childcare & Dependent Care: he helps support his extended family
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 3304 N. Main St., Rockford, IL 61103
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 1/23/1995
- **Email:** William.Reyes815@fakemail.com
- **Phone:** 815-630-8754

- **Can Receive Text:** Yes
- **Preferred Communication:** Email



Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** No - DACA recipient
- **Work Authorization:** Yes
- **Selective Service:** 9512345678
- **Marital Status:** Single
- **SSN:** 123-45-6789



Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No



Employment Background & Skills

- **Work Experience:** Supplier Liaison at a car manufacturing facility for 7 years
- **Skills:**
 - Work with Spanish-speaking suppliers, coordinate between teams, and assist with shipments/reporting.
- **Current Employment Status:** Doesn't have a job but is looking for one
- **Reason for Job Loss:** Plant closed
- **Resume:** Yes, outdated
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 58,000\$ Yearly
 - UI Status – I am receiving UI
 - Declining = No
 - Low Growth = Yes
 - UI Claimant = Yes, UI Profilee

- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- Unemployment Insurance (UI) Status: Claimed
- Public Assistance:
 - None

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- William was recently laid off and is looking to re-enter the workforce as soon as possible. He is open to a career change, specifically a career that would allow him to use his bilingual skills.

Service Needs & Referrals

- **Urgency Tag:** single-income household
- **Referral Needs:**
 - Childcare assistance referrals with urgency tagging for single-income households
 - Title I referral for the Dislocated Worker program
 - Title II referral for Adult Ed ESL
 - Title III referral for UI filing assistance
- **Intake Preferences:**
 - Testing mobile-friendly referral system for clients who rely on smartphones over desktops
 - Eligibility flagging for SNAP/TANF-related support
 - Indicated need for language-access: Spanish-language forms, bilingual staff, interpreter scheduling

Persona: Denise Carter

Customer Overview

Denise Carter is a 38-year-old woman who has spent the last 15 years as a full-time caregiver for her children. Now that her kids are older, she is eager to return to the workforce. Before leaving the workforce, she worked as a Certified Nursing Assistant (CNA), but her license has expired. Denise is eager to return to healthcare but faces barriers such as outdated credentials, limited recent work experience, and uncertainty about current job requirements. Denise is actively seeking to reinstate her CNA license, create a resume, and get back into the workforce.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
 - Earn Credential
- **Career Interest:**
 - Needs training to reach goal in healthcare
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours
 - Health Needs: None
 - Transportation: Car
 - Childcare & Dependent Care: Has stable childcare
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 1317 W Garden St, Peoria, IL 61602
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 4/17/1987
- **Email:** Denise.Carter@fakemail.com
- **Phone:** 309-339-0527
- **Can Receive Text:** Yes

- **Preferred Communication:** Email



Demographic

- **Race/Ethnicity:** Black
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not Applicable
- **Marital Status:** Married
- **SSN:** 123-45-6789



Education History

- **Education Level:** High School Graduate and Expired CNA license
- **Currently Enrolled in School/Training:** No



Employment Background & Skills

- **Work Experience:** CNA experience but hasn't worked for 15 years
- **Skills:**
 - Clerical and record keeping
 - Basic medical, clinical, and patient care skills
 - Following safety protocols
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Quit to stay home with kids
- **Resume:** Not available – needs help creating one



Income Assistance

- **Unemployment Insurance (UI) Status:** Not Claimed
- **Public Assistance:**
 - N/A



Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse



Other Identified Employment Barriers

- **Pregnant or Parenting:** No

- Justice Impacted: No
- Foster Care: Yes, previously in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Denise is looking to re-enter the workforce after a decent length of time away. She was a CNA previously and would like to return to healthcare. However, she will need to update her credentials. Since her credentials have expired, she will need assistance to get them reinstated, create a new resume, and find a job.

Service Needs & Referrals

- **Urgency Tag:**
- **Referral Needs:**
 - Title I referral for CNA license reinstatement support, potential funding for exam fees, retraining, and wraparound needs like transportation.
 - Coordination with Reentry programs and Second Chance partners
- **Intake Preferences:**
 - Testing employer-engagement referrals: resume flagging for reentry candidates
 - Tracking milestones for professional license reinstatement

Persona: Martin Bell

Customer Overview

Martin Bell is a 22-year-old former foster youth who dropped out of college due to financial stress. He currently works part-time at Best Buy but doesn't get enough hours to cover his expenses and is receiving SNAP benefits. Martin has been diagnosed with anxiety and depression, which makes navigating job searches and training programs challenging. Despite these barriers, he is highly interested in IT training and wants to return to college to complete his associate degree in technology. Martin needs mental health support, career counseling, and assistance with enrollment and financial aid to get back on track toward his education and career goals.

Program Track: OSY – foster care

Goals & Support Needs

- **Career goals:**
 - Earn Degree
 - Get a Job
- **Career Interest:**
 - Has specific occupations in mind
 - Computer Programmer
 - Software Developer
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: Mental health needs
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: None
 - Money Needs: Needs help
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 204 N Ottawa St, Joliet, IL 60432
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 6/27/2003
- **Email:** mbell815@fakemail.com
- **Phone:** 815-467-7489
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** Yes – mental health
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 0312345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Some College
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Sales Associate at Best Buy
- **Skills:**
 - Sales
 - Technically savvy
- **Current Employment Status:** Has a part-time job
- **Reason for Job Loss:** N/A
- **Resume:** Not available – needs help creating one

Income Assistance

- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - SNAP (Food Stamps)
 - Limited income

Additional Contacts

- **Name:** Sam Brown

- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: Yes, previously in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Martin currently works part-time but needs a full-time job and is interested in completing his Associate's degree in technology to get into the IT field. He will need assistance getting his degree through enrollment and financial aid. He will also need assistance creating a resume and finding a job.

Service Needs & Referrals

- **Urgency Tag:** Housing instability
- **Referral Needs:**
 - Title I referral for IT certificate training and supportive services
 - Youth/young adult workflows with foster care alumni auto-qualification
 - Integration with mental health services referrals
- **Intake Preferences:**
 - Testing shortened/intake-light workflows for participants with anxiety
 - Tracking supportive service milestones (e.g., laptop access, transportation vouchers)

Persona: Barbara Kinsey

Customer Overview

Barbara Kinsey is a 61-year-old woman who recently lost her job when the coal plant where she worked as a mining machine operator closed. She has health conditions after working in mining for most of her life. She has limited digital literacy and has exhausted her unemployment benefits, putting her at risk of long-term unemployment. Barbara is unsure of her next steps and needs guidance to identify a new career path that offers self-sufficient wages. Barbara is seeking career counseling to help determine her next steps, assistance with digital literacy skills, and help addressing the transportation barriers she faces.

Program Track: Dislocated Worker - Small Group Layoff

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
- **Career Interest:**
 - Unsure of where to start
- **Job Considerations & Support Needs:**
 - Job Preferences: Close to home
 - Health Needs: Health conditions
 - Transportation: No way, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: None
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 201 E Main St, Galatia, IL 62935
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 8/1/1964
- **Email:** quiltqueen1964@fakemail.com
- **Phone:** 618-365-4587
- **Can Receive Text:** Yes

- **Preferred Communication:** Email



Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** Yes
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not Applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789



Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No



Employment Background & Skills

- **Work Experience:** 30 years of experience in a coal plant as a mining machine operator
- **Skills:**
 - Monitoring equipment, recording operational data
 - Safety compliance
 - Team communication
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Plant closed
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Continuous Mining Machine Operators
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 48,000\$ Yearly
 - UI Status – I have exhausted UI
 - Declining = No

- Low Growth = No
- Does the customer need additional assistance finding work: Yes
- Reason Why: Limited local opportunities in previous occupation/industry
- UI Claimant = Yes, UI Profilee
- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- **Unemployment Insurance (UI) Status:** Exhausted
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Barbara is currently unemployed and in need of an immediate return to the workforce. She is unsure where to start and is ready to start a new career. She also needs assistance with digital literacy.

Service Needs & Referrals

- **Urgency Tag:** older workers at risk of long-term unemployment
- **Referral Needs:**
 - Title I referrals for Dislocated Worker training and CEJA (displaced energy worker)
- **Intake Preferences:**
 - Staff-assisted intake
 - Offline intake workflows for areas with poor internet connectivity
 - Mail-based referral confirmations and follow-ups
 - Testing phone-based referral system navigation for low-tech participants

Persona: Rodney Rice

Customer Overview

Rodney Rice is a 72-year-old Vietnam War veteran and first-time American Job Center (AJC) visitor. He is currently facing imminent homelessness due to overdue rent and relies on public transportation. Rodney has a combat-related hand disability and combat-related health conditions. Rodney has low digital literacy and prefers in-person, staff-assisted services. Despite these challenges, he brings a wealth of experience from 35 years in manufacturing and has strong hands-on skills, including furniture building and math proficiency. He actively seeks to return to work as soon as possible and is open to various shifts, including evenings and weekends. Rodney needs support with resume creation, housing stability, and navigating multi-agency referrals to reenter the workforce and regain financial security.

Program Track: Dislocated Worker -Substantial Layoff

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
- **Career Interest:**
 - Unsure of specific occupation but has career fields in mind:
 - Construction and Extraction
 - Installation, Maintenance, and Repair
 - Production
 - Other hands-on roles
- **Job Considerations & Support Needs:**
 - Job Preferences: Open to various shifts (day/evening), but would like the same schedule each week, and prefer jobs close to home near the bus route
 - Health Needs: Combat-related disability and health condition
 - Transportation: Relies on public transportation
 - Childcare & Dependent Care: None
 - Legal needs: Does not have legal needs
 - Money Needs: Facing imminent homelessness due to overdue rent
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions

- Can fill out forms with assistance

Basic Information

- **Address:** 3718 State St, East Saint Louis, IL 62205
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 2/9/1953
- **Email:** rodney.rice@fakemail.com
- **Phone:** 999-999-9999
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Male
- **Veteran Status:** Vietnam War Veteran
- **Discharge Status:** Honorable
- **Disability Status:** Yes – Combat-related hand disability
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 5312345612
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 35 years in manufacturing
- **Skills:**
 - Furniture building
 - Strong math skills
 - English speaker
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Laid off 3 weeks ago due to company downsizing
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Lost last job and had to take lower-paying work without healthcare
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment

- Layoff Event = yes
- Job Title: Machinists
- Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
- Date Notified of Layoff: 12/22/2025
- Projected Layoff Date: 2/5/2026
- Actual Layoff Date: 2/5/2026
- Wages: 58,000\$ Yearly
- UI Status – I am receiving UI
- Declining = No
- Low Growth = Yes
- UI Claimant = Yes, UI Profilee
- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- Unemployment Insurance (UI) Status: Claimed
- Public Assistance:
 - SNAP (Food Stamps)
 - SSDI
- Have you received TANF
 - No

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Victor needs to return to the workforce immediately in a career cluster where he has many years of experience already. He will need to create a resume that fits the job he would like.

Service Needs & Referrals

- **Urgency Tag:** Housing instability
- **Referral Needs:**
 - Title I (Workforce Innovation and Opportunity Act)
 - DRS (Division of Rehabilitation Services)
 - IDES (Illinois Department of Employment Security)
 - Housing support services
- **Intake Preferences:**
 - Staff-assisted intake
 - Offline workflows for non-digital users

Persona: Norma Fisher

Customer Overview

Norma is an 18-year-old single mother of two, living in unsafe housing. She has no diploma, no work experience, and no transportation. Additionally, she receives SNAP, TANF, and has limited income. Norma needs assistance with education, childcare, and housing support, with low literacy and social worker involvement.

Program Track: OSY - Low Income Parenting, HS Dropout

Goals & Support Needs

- **Career goals:**
 - HS diploma
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Unsure where to start
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours, Needs help
 - Health Needs: Other health needs
 - Transportation: No way
 - Childcare & Dependent Care: Single parent, needs reliable childcare
 - Legal Needs: None
 - Money Needs: Needs help, Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 112 E 5th Street, Saint Elmo, IL 62458
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 6/21/2007
- **Email:** norma.fisher@fakemail.com

- **Phone:** 618-234-1234
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Divorced
- **SSN:** 123-45-6789

Education History

- **Education Level:** Dropped out after junior year of high school.
- **Currently Enrolled in School/Training:** **✗** No

Employment Background & Skills

- **Work Experience:** No job yet
- **Skills:**
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:**
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - SNAP (Food Stamps)
 - TANF
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Parent

Other Identified Employment Barriers

- Pregnant or Parenting: Yes
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Katelyn dropped out of high school Junior year. She would like to earn her diploma/GED and then a credential. She will need a job to better support her family during this process, and will need to create a resume to apply for jobs. She may also need assistance preparing for job interviews. She is unsure of what career field she would like to go into, and earn a credential, at this time.

Service Needs & Referrals

- **Urgency Tag:** Lives in unsafe, unsanitary conditions (evidenced by roaches in personal belongings), one child under DCFS guidance
- **Referral Needs:**
 - Title II referrals for High School Equivalency
 - transportation assistance
 - Resume preparation
- **Intake Preferences:**
 - Accompanied by a silent social worker during first AJC visit
 - Children present and restless during intake
 - Offline and staff-assisted workflows for low-literacy users

Persona: Kristin Potts

Customer Overview

Kristin Potts is a 40-year-old domestic abuse survivor living in a homeless shelter. She lacks documentation and formal work history, but she is determined to rebuild her life and secure housing. Kristin needs career planning, resume help, and communication access.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Get a Job
 - Start/Change Career
- **Career Interest:**
 - Explore career paths
- **Job Considerations & Support Needs:**
 - **Career goals:** Get a Job, Start/Change Career
 - **Career goal clarity:** Exploring career paths
 - **Job Preferences:** Needs help, Other: housing instability
 - **Health Needs:** Safety concerns, Other needs
 - **Transportation:** No way, Get a ride
 - **Childcare & Dependent Care:** None stated
 - **Legal Needs:** None stated
 - **Money Needs:** Needs help, Other: lacks documentation
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - ? I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - X I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 1425 W Lincoln Hwy, Dekalb, IL 60115
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 8/31/1985
- **Email:** kristinp@fakemail.com
- **Phone:** (815) 555-0198

- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** Yes
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** No past work experience
- **Skills:**
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:**
- **Resume:** No
- **Job Loss & Reemployment Status:**

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Other cash assistance
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- **Pregnant or Parenting:** No

- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Nicolle has a high school diploma but no work history. She now wants to begin working and start a career. She has no resume or work experience, so she will need help creating a resume as well as interview preparation. At this time, she is unsure of what career path she'd like to be in, so she will need a chance to explore different careers.

Service Needs & Referrals

- **Urgency Tag:**
 - Lives in a homeless shelter
- **Referral Needs:**
 - Career planning
 - Education
 - Resume prep
 - Job search
 - Needs a reliable phone number
- **Intake Preferences:**
 - Documentation assistance

Persona: Juan Ramos

Customer Overview

Juan Ramos is a 45-year-old male who has been the primary caregiver for her elderly mother, who had advanced dementia, for the last 4 years. During this time, he was not employed outside the home and relied on her mother's Social Security and a small pension to cover household expenses. Juan's mother passed away a month ago, and he is actively seeking training to become a CDL driver to get into the workforce to have income to support himself. He has previously worked odd jobs around town. However, he does not have a strong skill set in any specific area. He has a criminal background and financial stress. He is actively seeking CDL training and expungement support.

Program Track: Dislocated Worker - Homemaker

Goals & Support Needs

- **Career goals:**
 - Get Training
 - Start Career
- **Career Interest:**
 - Truck Driver
- **Job Considerations & Support Needs:**
 - Career goal clarity: Needs training to reach goal
 - Job Preferences: Specific hours, Flexible hours,
 - Health Needs: None
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: Past legal issues, Needs help
 - Money Needs: Needs help, Legal fines
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 4200 Conestoga Dr, Springfield IL, 62711

- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 3/15/1980
- **Email:** juan.ramos@example.com
- **Phone:** 217-999-1234
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** Yes
- **Discharge Status:** Honorable
- **Disability Status:** Yes - health
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 8012345677
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Worked odd jobs around town
- **Skills:** Needs training to get a CDL license
- **Current Employment Status:** Not employed, actively seeking work
- **Resume:** Yes, Outdated
- **Job Loss & Reemployment Status:**
 - Has been the primary caregiver for elderly mother for the past 4 years.

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - SNAP (Food Stamps)
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888

- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: Yes
- Foster Care: No

Information Learned During Assessment to guide Career Plan

- Todd wants to become a truck driver. He is going to need to get training and obtain his CDL so he can begin his career as a truck driver.

Service Needs & Referrals

- **Urgency Tag:** High financial stress and worried about bills and housing stability
- **Referral Needs:**
 - Criminal background; needs to navigate the Land of Lincoln expungement process
 - CDL Training enrollment, Educational expense grants
 - Resume preparation
- **Intake Preferences:**
 - Frequent visitor to the AJC resource room
 - Onsite resource-room intake: rapid referral creation and printed confirmations
 - Automated reminders for class registration deadlines, expungement milestones, and rent-support follow-ups

Persona: Brittney Gray

Customer Overview

Brittney is a 35-year-old spouse of an active-duty service member who has recently moved due to a permanent change in her spouse's duty station. She previously worked at a library, but since moving, hasn't been able to find a similar job and has taken work as a waitress. She has mental health challenges (anxiety, ADHD, suspected autism). Underemployed and struggling to find better employment. Brittney needs career planning, help with upgrading her employment, and mental health accommodations.

Program Track: Dislocated Worker - Spouse of Active Duty Service Member

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
- **Career Interest:**
 - General field in mind
 - Educational Instruction and Library
 - Office and Administrative Support
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours, Flexible hours,
 - Health Needs: Mental health needs
 - Transportation: Car
 - Childcare & Dependent Care: None
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 298 E Vine Street, Vienna, IL 62995
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 7/20/1990

- **Email:** bgray1990@fakemail.com
- **Phone:** 618-567-9875, only works on wi-fi
- **Can Receive Text:** No
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** Yes
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** Not applicable
- **Marital Status:** Married
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Currently working at a restaurant, but hours keep getting reduced
- **Skills:**
- **Current Employment Status:** I have a job right now
- **Reason for Job Loss:** Had to quit job due to being a military spouse and moving due to a permanent change in duty station.
- **Resume:** Yes, outdated

Income Assistance

- **Unemployment Insurance (UI) Status:** No
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Aurora needs help in finding a new job that is more aligned with her work history. She previously worked at a library and would like to either stay in the educational instruction/library or move into an office/admin support role. She does have a resume, but it will need to be updated before applying for positions.

Service Needs & Referrals

- **Urgency Tag:** living in a home with no running water, visibly unhygienic, and in distress
- **Referral Needs:**
 - Title I referrals for career planning, resume prep, job search, and housing instability
 - DRS referrals for disability-related services
 - Community agency referrals for rent and utility assistance
 - Non-formal referrals to hygiene services and food pantries
- **Intake Preferences:**
 - Mental health challenges and limited digital access

Persona: Lisa Kramer

Customer Overview

Lisa is a 43-year-old immigrant from the Bahamas who has lived in the U.S. most of her life. She owned a small salon for eight years, but worsening economic conditions in her community forced her to close it. Now she is unemployed and living with several family members in a small, shared home with one car. She is interested in starting a new career, but is unsure what type of career she would like to start. Additionally, she is shy and needs ESL support, career re-entry assistance, and transportation help to regain stability.

Program Track: Dislocated Worker - Self Employed

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - I'm unsure where to start and need guidance
- **Job Considerations & Support Needs:**
 - Job Preferences: Needs help, Other: ESL, transportation
 - Health Needs: Other health needs
 - Transportation: Get a ride, No way
 - Childcare & Dependent Care: None stated
 - Legal Needs: None stated
 - Money Needs: Needs help, Other: immigrant
- **Literacy & Skills Assessment:**
 -  I can read and understand stories, articles, or directions written in English.
 -  I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 -  I can add, subtract, multiply, and divide numbers without a calculator
 -  I can speak English well enough to get or keep a job.
 -  I can use a computer to complete tasks.
 -  I can follow step-by-step instructions.
 -  I can fill out forms.

Basic Information

- **Address:** 8495 State Route 143, Edwardsville, IL 62025
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 11/8/1982

- **Email:** cubanaforever@fakemail.com
- **Phone:** 618-358-9426
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** Permanent Resident
- **Work Authorization:** Yes
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Some College but no degree
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 20 years of experience as a salon owner
- **Skills:** Customer Service, business ownership, service industry
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** economic conditions caused the closure of the salon
- **Resume:** Yes, will need assistance to review
- **Job Loss & Reemployment Status:**
 - I need help finding a new job because I can't go back to my old job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Hairdressers/Hairstylists/Cosmetologists
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 38,000\$ Yearly
 - UI Status – I am not eligible for UI
 - Declining = No
 - Low Growth = Yes

- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Sibling

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: Reading, Writing, Speaking, Understanding
- English as Native Language = No
- English as Primary Language Spoken in the House = No

Information Learned During Assessment to guide Career Plan

- Christa is looking for a new career. She is unsure what type of career she wants but is interested in earning a credential and starting a new job/career. She will need assistance in creating a resume and helping with job interview skills. As an immigrant, she also needs assistance through an ELA program.

Service Needs & Referrals

- **Referral Needs:**
 - Title I referrals for career planning, resume prep, job application, and interview readiness
 - Non-formal referrals to the resource room for work experience placement
 - Transportation support and career re-entry for immigrants
- **Intake Preferences:**
 - Intake workflows for ESL clients and those with cultural barriers
 - Staff-assisted navigation for shy or non-verbal users

Persona: Donald Vasquez

Customer Overview

Donald, a 55-year-old veteran with an associate's degree and a disability, is preparing for separation from the armed forces. Visiting the AJC, he seeks job readiness support and a smooth transition to civilian employment. Approved for DRS services, he needs accessibility accommodations, resume assistance, and guidance to secure a new career path.

Program Track: Dislocated Worker - Transitioning Vet

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Clear career goal and knows occupation
 - Computer Systems Analyst or
 - Information Security Analyst
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours,
 - Health Needs: Disability
 - Transportation: Car
 - Childcare & Dependent Care: None stated
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 7001 Cermak Road, Berwyn, IL 60402
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 9/3/1969
- **Email:** SrDonald69@fakemail.com
- **Phone:** 773-254-4567
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** Transitioning Service Member
- **Disability Status:** Yes
- **Citizenship:** US Citizen
- **Work Authorization:** Yes
- **Selective Service:** 6912345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Associate's degree in information technology
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 15 years of experience as a systems analyst specialist for the army.
- **Skills:** Analyze business requirements, design and implement solutions, and provide technical support training.
- **Current Employment Status:** I have a job right now
- **Reason for Job Loss:** pending separation from the army.
- **Resume:** Yes
- **Previous Employer:**
 - US Army Garrison Command Fort Leonard Wood
 - Layoff Event = yes
 - Job Title: Computer Systems Analysts
 - Employer Address: 14000 Mscoe Loop Ste 120
 - Fort Leonard Wood, MO 65473 -8300
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 3/5/2026

- Actual Layoff Date: 3/5/2026 (note fix for this coming to only allow current or past dates)
- Wages: 78,000\$ Yearly
- UI Status – I am receiving UI
- Declining = Yes
- Low Growth = Yes
- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - None

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Luis is looking for a new career path once he is discharged from the military. He is unsure what career he would like to pursue, so he will need guidance and assistance with earning a credential and getting a new job.

Service Needs & Referrals

- **Referral Needs:**
 - DRS referral tracking and counselor assignment workflows
 - Referred to DRS and successfully connected with a counselor
 - Title I intake for job readiness and resume support
- **Intake Preferences:**
 - Accessibility accommodations intake and training programs
 - Cross-agency service coordination and progress tracking
 - First-time visitor to AJC for job readiness and job search support

Persona: Jill Ross

Customer Overview

Jill is a 20-year-old college student. Currently enrolled in a welding program, Jill is focused on earning credentials, gaining hands-on experience, and eventually securing an apprenticeship. However, she is struggling to support herself and her 1-year-old son while she is in school. She has limited work experience and a busy schedule, which has made it challenging for her to find part-time work to support herself. She is actively seeking career guidance, resume-building assistance, and assistance in finding part-time work. With limited income and reliance on public transportation or rides. Her strong foundational skills in literacy, numeracy, and technology position her well to succeed with the right support.

Program Track: ISY - pregnant parenting

Goals & Support Needs

- **Career goals:**
 - Apprentice
 - Find a Job
 - Earn a Credential
- **Career Interest:**
 - Need Training to reach goal
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours, Flexible hours
 - Health Needs: Other health needs
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: single parent of 1-year-old son
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 854 E 2300 North Rd, Danforth, IL 60930
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 11/29/2005
- **Email:** jillross@fakemail.com
- **Phone:** 815-555-3472
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** Yes
- **Selective Service:** Not Applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma and some college or training classes after high school
- **Currently Enrolled in School/Training:** Yes

Employment Background & Skills

- **Work Experience:** Previously worked as an RA at her school
- **Skills:** welding
- **Current Employment Status:** I've just started working and building my skills
- **Reason for Job Loss:** Moved off campus
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - SNAP
 - TANF
 - Limited income

Additional Contacts

- **Name:** Sam Brown

- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- **Pregnant or Parenting:** Yes
- **Justice Impacted:** No
- **Foster Care:** No
- **Trouble with English:** No

Information Learned During Assessment to guide Career Plan

- Susan is currently enrolled in a welding program and seeking credentials and an apprenticeship. In the meantime, she needs help finding a part-time job and will need assistance in creating a resume.

Service Needs & Referrals

- **Referral Needs:**
 - Title I enrollment and training program tracking
 - Resume-building and career pathway planning
- **Intake Preferences:**
 - Registered remotely and attended WIOA orientation
 - Progress monitoring for welding certification
 - Automated reminders for class attendance and milestone completions

Persona: Michael Anderson

Customer Overview

Michael, 37, was recently released from prison after 15 years and is basic skills deficient, struggling with computer use, completing forms, and following instructions. He has limited income, lives with his parents, and is seeking job readiness and reentry support. Michael was referred to the SaFoundation, but he has not been able to connect with them. He is looking for help getting referrals to resources that will help him reintegrate. Additionally, he is interested in enrolling in a training program to earn a job-ready credential, improve digital literacy, and successfully enter the workforce.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Exploring Different Career Paths
- **Job Considerations & Support Needs:**
 - **Job Preferences:** Needs help
 - **Health Needs:** Mental Health needs
 - **Transportation:** Public transport, Get a ride
 - **Childcare & Dependent Care:** None stated
 - **Legal Needs:** Needs help with legal issues
 - **Financial Situation:** Needs help
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 39172 N Green Bay Rd, Beach Park, IL 60087
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 5/22/1988
- **Email:** manderso@fakemail.com
- **Phone:** 847-365-4758
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** N/A
- **Selective Service:** 8812345670
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Earned High School Equivalency through prison
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** none
- **Skills:**
 - basic landscaping and groundskeeping skills
 - took a basic literacy course
- **Current Employment Status:** Mowed lawns for cash
- **Reason for Job Loss:** Incarcerated
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888

- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Parent

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: Yes
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Joey is looking to enroll in a training program and earn a credential, although he is unsure what type of career he wants yet. He would also like to improve his digital literacy and find a job.

Service Needs & Referrals

- **Referral Needs:**
 - Needs job readiness and employment support
 - Referred to AJC and Safer Foundation for reentry services
 - Attended WIOA orientation but was unresponsive to Safer Foundation outreach
- **Intake Preferences:**
 - Reentry service referral workflows and follow-up tracking
 - Title I intake for job readiness and employment support
 - Outreach automation and engagement tracking
 - Flagging for additional follow-up and case management

Persona: Denise Smith

Customer Overview

Denise is a 17-year-old currently in foster care and finishing her senior year at a public high school. She dreams of going to college to study education. She has limited financial resources, no family support for navigating college applications, is unsure how to complete FAFSA forms, and relies on public transportation. Denise is motivated and very excited for the next chapter of her education. She needs career guidance, supportive services, and help with college readiness, including assistance with applications and financial aid, so that she can earn her degree.

Program Track: ISY -currently in fostercare

Goals & Support Needs

- **Career goals:**
 - Earn a Degree
- **Career Interest:**
 - Need Training to reach goal
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: None
 - Transportation: Public transport
 - Childcare & Dependent Care: None
 - Financial Situation: Budgeting
 - Legal Needs: None stated
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 1195 N Broad Street, Galesburg, IL 61401
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 10/31/2006

- **Email:** dsmithgirlie@fakemail.com
- **Phone:** 309-224-3474
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Asian and White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Senior in high school
- **Currently Enrolled in School/Training:** Yes

Employment Background & Skills

- **Work Experience:** none
- **Skills:**
- **Current Employment Status:** Has not had a job yet
- **Reason for Job Loss:**
- **Resume:** No

Income Assistance

- **Currently in Foster Care**
- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - Free/reduced lunch

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Legal Guardian

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: Yes, currently in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Ava is a youth who is finishing high school and planning to continue her education in college. She needs assistance to earn her degree; however, with some career guidance and college readiness.

Service Needs & Referrals

- **Referral Needs:**
 - Youth program intake and eligibility verification
 - Youth-specific support services and milestone tracking
- **Intake Preferences:**
 - Completed phone screen for age and eligibility
 - Attended orientation and connected with the youth coach
 - Actively exploring program enrollment options

Persona: Jonathan Vasquez

Customer Overview

Jonathan is a 46-year-old man who primarily speaks Spanish and was recently laid off during a small layoff at a local warehouse company. He is struggling to find work because his technical/digital skills are outdated, and his limited English makes applications and interviews difficult. Additionally, he is struggling to navigate how to apply for UI after the layoff. Jonathan lives with his wife and two young children; his wife stays home to care for them, and the family has reliable transportation. He has valid work authorization and is looking for help improving his English, upgrading his skills through training, and finding a stable job in warehousing to support his family.

Program Track: Dislocated Worker - Small Group Layoff

Goals & Support Needs

- **Career goals:**
 - Return to work
- **Career Interest:**
 - Clear career goal and knows occupation
 - Inventory Clerk
 - Distribution manager
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours
 - Health Needs: None
 - Transportation: Car
 - Childcare & Dependent Care: Has stable childcare
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 2502 E Empire St, Bloomington, IL 61704
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 8/4/1979
- **Email:** dvmjonathan@fakemail.com

- **Phone:** 999-999-9999
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** No
- **Work Authorization:** Yes
- **Selective Service:** No
- **Marital Status:** Married
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No
 - Completed vocational certificate in warehouse operations and inventory control in 2003

Employment Background & Skills

- **Work Experience:**
 - Warehouse associate/Inventory clerk for 12 years in Mexico.
 - Inventory clerk at local company for 8 years.
- **Skills:**
 - Mathematics
 - Technical drawing
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Local warehouse had a small layoff
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Shipping, Receiving, and Inventory Clerks
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026

- Actual Layoff Date: 2/5/2026
- Wages: 38,000\$ Yearly
- UI Status – I am not sure
- Declining = No
- Low Growth = Yes
- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:** Has not filled, struggling to navigate the process.
- **Public Assistance:**
 - N/A

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: Yes, has kids
- Justice Impacted: No
- Foster Care: No
- Trouble with English: Writing and Speaking
- English as Native Language = No
- English as Primary Language Spoken in the House = Yes

Information Learned During Assessment to guide Career Plan

- Chris was laid off and is looking for new employment in his same career cluster. He needs digital literacy and EAL assistance, as well as improving interview skills. He would also like to upgrade his skills through training.

Service Needs & Referrals

- **Urgency Tag:**
- **Referral Needs:**
 - Needs ESL referral
 - Vocational training referral and attendance tracking. The vocational program has reached out three times with orientation invites.



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Intake Personas
February 2026 V2

- **Intake Preferences:**
 - Staff-assisted intake
 - ESL program referral and intake
 - Communication workflows for users with limited phone access
 - City-of-residence verification for eligibility

Persona: Gregory Roberts

Customer Overview

Greg is a 29-year-old bilingual DACA recipient with valid work authorization who was recently laid off when a car manufacturing facility closed. He has a hearing impairment that requires occasional accommodation but does not limit his ability to work. Greg has no children or legal issues and is eager to return to the workforce quickly to maintain income and help support his extended family. He is open to transitioning into a new career field and wants to leverage his bilingual skills in a role that offers stability and growth. Greg is seeking assistance with career planning and job placement to achieve his goals.

Program Track: Dislocated Worker - Facility closure

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
 - Get a job
 - Start/change career
- **Career Interest:**
 - Exploring different career paths
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: Hearing disability, occasional accommodations needed
 - Transportation: Car, Get a ride
 - Childcare & Dependent Care: he helps support his extended family
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 3304 N. Main St., Rockford, IL 61103
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 1/23/1995
- **Email:** GregR@fakemail.com
- **Phone:** 815-630-8754

- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** No - DACA recipient
- **Work Authorization:** Yes
- **Selective Service:** 9512345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Supplier Liaison at a car manufacturing facility for 7 years
- **Skills:**
 - Work with Spanish-speaking suppliers, coordinate between teams, and assist with shipments/reporting.
- **Current Employment Status:** Doesn't have a job but is looking for one
- **Reason for Job Loss:** Plant closed
- **Resume:** Yes, outdated
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 58,000\$ Yearly
 - UI Status – I am receiving UI
 - Declining = No
 - Low Growth = Yes
 - UI Claimant = Yes, UI Profilee

- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- Unemployment Insurance (UI) Status: Claimed
- Public Assistance:
 - None

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- William was recently laid off and is looking to re-enter the workforce as soon as possible. He is open to a career change, specifically a career that would allow him to use his bilingual skills.

Service Needs & Referrals

- **Urgency Tag:** single-income household
- **Referral Needs:**
 - Childcare assistance referrals with urgency tagging for single-income households
 - Title I referral for the Dislocated Worker program
 - Title II referral for Adult Ed ESL
 - Title III referral for UI filing assistance
- **Intake Preferences:**
 - Testing mobile-friendly referral system for clients who rely on smartphones over desktops
 - Eligibility flagging for SNAP/TANF-related support
 - Indicated need for language-access: Spanish-language forms, bilingual staff, interpreter scheduling

Persona: Cindy Graham

Customer Overview

Cindy is a 38-year-old woman who has spent the last 15 years as a full-time caregiver for her children. Now that her kids are older, she is eager to return to the workforce. Before leaving the workforce, she worked as a Certified Nursing Assistant (CNA), but her license has expired. Cindy is eager to return to healthcare but faces barriers such as outdated credentials, limited recent work experience, and uncertainty about current job requirements. Cindy is actively seeking to reinstate her CNA license, create a resume, and get back into the workforce.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
 - Earn Credential
- **Career Interest:**
 - Needs training to reach goal in healthcare
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours
 - Health Needs: None
 - Transportation: Car
 - Childcare & Dependent Care: Has stable childcare
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 1317 W Garden St, Peoria, IL 61602
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 4/17/1987
- **Email:** cgraham@fakemail.com
- **Phone:** 309-339-0527
- **Can Receive Text:** Yes

- **Preferred Communication:** Email



Demographic

- **Race/Ethnicity:** Black
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not Applicable
- **Marital Status:** Married
- **SSN:** 123-45-6789



Education History

- **Education Level:** High School Graduate and Expired CNA license
- **Currently Enrolled in School/Training:** No



Employment Background & Skills

- **Work Experience:** CNA experience but hasn't worked for 15 years
- **Skills:**
 - Clerical and record keeping
 - Basic medical, clinical, and patient care skills
 - Following safety protocols
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Quit to stay home with kids
- **Resume:** Not available – needs help creating one



Income Assistance

- **Unemployment Insurance (UI) Status:** Not Claimed
- **Public Assistance:**
 - N/A



Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse



Other Identified Employment Barriers

- **Pregnant or Parenting:** No

- Justice Impacted: No
- Foster Care: Yes, previously in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Denise is looking to re-enter the workforce after a decent length of time away. She was a CNA previously and would like to return to healthcare. However, she will need to update her credentials. Since her credentials have expired, she will need assistance to get them reinstated, create a new resume, and find a job.

Service Needs & Referrals

- **Urgency Tag:**
- **Referral Needs:**
 - Title I referral for CNA license reinstatement support, potential funding for exam fees, retraining, and wraparound needs like transportation.
 - Coordination with Reentry programs and Second Chance partners
- **Intake Preferences:**
 - Testing employer-engagement referrals: resume flagging for reentry candidates
 - Tracking milestones for professional license reinstatement

Persona: Jonathan Howell

Customer Overview

Jonathan is a 22-year-old former foster youth who dropped out of college due to financial stress. He currently works part-time at Best Buy but doesn't get enough hours to cover his expenses and is receiving SNAP benefits. Jonathan has been diagnosed with anxiety and depression, which makes navigating job searches and training programs challenging. Despite these barriers, he is highly interested in IT training and wants to return to college to complete his associate degree in technology. Jonathan needs mental health support, career counseling, and assistance with enrollment and financial aid to get back on track toward his education and career goals.

Program Track: OSY – foster care

Goals & Support Needs

- **Career goals:**
 - Earn Degree
 - Get a Job
- **Career Interest:**
 - Has specific occupations in mind
 - Computer Programmer
 - Software Developer
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: Mental health needs
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: None
 - Money Needs: Needs help
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 204 N Ottawa St, Joliet, IL 60432
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 6/27/2003
- **Email:** howell@fakemail.com
- **Phone:** 815-467-7489
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** Yes – mental health
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 0312345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Some College
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Sales Associate at Best Buy
- **Skills:**
 - Sales
 - Technically savvy
- **Current Employment Status:** Has a part-time job
- **Reason for Job Loss:** N/A
- **Resume:** Not available – needs help creating one

Income Assistance

- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - SNAP (Food Stamps)
 - Limited income

Additional Contacts

- **Name:** Sam Brown

- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: Yes, previously in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Martin currently works part-time but needs a full-time job and is interested in completing his Associate's degree in technology to get into the IT field. He will need assistance getting his degree through enrollment and financial aid. He will also need assistance creating a resume and finding a job.

Service Needs & Referrals

- **Urgency Tag:** Housing instability
- **Referral Needs:**
 - Title I referral for IT certificate training and supportive services
 - Youth/young adult workflows with foster care alumni auto-qualification
 - Integration with mental health services referrals
- **Intake Preferences:**
 - Testing shortened/intake-light workflows for participants with anxiety
 - Tracking supportive service milestones (e.g., laptop access, transportation vouchers)

Persona: Dana Craig

Customer Overview

Dana is a 61-year-old woman who recently lost her job when the coal plant where she worked as a mining machine operator closed. She has health conditions after working in mining for most of her life. She has limited digital literacy and has exhausted her unemployment benefits, putting her at risk of long-term unemployment. Dana is unsure of her next steps and needs guidance to identify a new career path that offers self-sufficient wages. Dana is seeking career counseling to help determine her next steps, assistance with digital literacy skills, and help addressing the transportation barriers she faces.

Program Track: Dislocated Worker - Small Group Layoff

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
- **Career Interest:**
 - Unsure of where to start
- **Job Considerations & Support Needs:**
 - Job Preferences: Close to home
 - Health Needs: Health conditions
 - Transportation: No way, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: None
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 201 E Main St, Galatia, IL 62935
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 8/1/1964
- **Email:** quiltknitsew1964@fakemail.com
- **Phone:** 618-365-4587
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** Yes
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not Applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 30 years of experience in a coal plant as a mining machine operator
- **Skills:**
 - Monitoring equipment, recording operational data
 - Safety compliance
 - Team communication
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Plant closed
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Continuous Mining Machine Operators
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 48,000\$ Yearly
 - UI Status – I have exhausted UI
 - Declining = No
 - Low Growth = No

- Does the customer need additional assistance finding work: Yes
- Reason Why: Limited local opportunities in previous occupation/industry
- UI Claimant = Yes, UI Profilee
- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- **Unemployment Insurance (UI) Status:** Exhausted
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Barbara is currently unemployed and in need of an immediate return to the workforce. She is unsure where to start and is ready to start a new career. She also needs assistance with digital literacy.

Persona: Evan Mercer

Customer Overview

Evan is a 72-year-old Vietnam War veteran and first-time American Job Center (AJC) visitor. He is currently facing imminent homelessness due to overdue rent and relies on public transportation. Evan has a combat-related hand disability and combat-related health conditions. Evan has low digital literacy and prefers in-person, staff-assisted services. Despite these challenges, he brings a wealth of experience from 35 years in manufacturing and has strong hands-on skills, including furniture building and math proficiency. He actively seeks to return to work as soon as possible and is open to various shifts, including evenings and weekends. Evan needs support with resume creation, housing stability, and navigating multi-agency referrals to reenter the workforce and regain financial security.

Program Track: Dislocated Worker -Substantial Layoff

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
- **Career Interest:**
 - Unsure of specific occupation but has career fields in mind:
 - Construction and Extraction
 - Installation, Maintenance, and Repair
 - Production
 - Other hands-on roles
- **Job Considerations & Support Needs:**
 - Job Preferences: Open to various shifts (day/evening), but would like the same schedule each week, and prefer jobs close to home near the bus route
 - Health Needs: Combat-related disability and health condition
 - Transportation: Relies on public transportation
 - Childcare & Dependent Care: None
 - Legal needs: Does not have legal needs
 - Money Needs: Facing imminent homelessness due to overdue rent
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 3718 State St, East Saint Louis, IL 62205
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 2/9/1953
- **Email:** evan.mercer@fakemail.com
- **Phone:** 999-999-9999
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Male
- **Veteran Status:** Vietnam War Veteran
- **Discharge Status:** Honorable
- **Disability Status:** Yes – Combat-related hand disability
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 5312345612
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 35 years in manufacturing
- **Skills:**
 - Furniture building
 - Strong math skills
 - English speaker
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Laid off 3 weeks ago due to company downsizing
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Lost last job and had to take lower-paying work without healthcare
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes

- Job Title: Machinists
- Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
- Date Notified of Layoff: 12/22/2025
- Projected Layoff Date: 2/5/2026
- Actual Layoff Date: 2/5/2026
- Wages: 58,000\$ Yearly
- UI Status – I am receiving UI
- Declining = No
- Low Growth = Yes
- UI Claimant = Yes, UI Profilee
- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- Unemployment Insurance (UI) Status: Claimed
- Public Assistance:
 - SNAP (Food Stamps)
 - SSDI
- Have you received TANF
 - No

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Victor needs to return to the workforce immediately in a career cluster where he has many years of experience already. He will need to create a resume that fits the job he would like.

Service Needs & Referrals

- **Urgency Tag:** Housing instability
- **Referral Needs:**
 - Title I (Workforce Innovation and Opportunity Act)
 - DRS (Division of Rehabilitation Services)
 - IDES (Illinois Department of Employment Security)
 - Housing support services
- **Intake Preferences:**
 - Staff-assisted intake
 - Offline workflows for non-digital users

Persona: Haley Benton

Customer Overview

Haley is an 18-year-old single mother of two, living in unsafe housing. She has no diploma, no work experience, and no transportation. Additionally, she receives SNAP, TANF, and has limited income. Haley needs assistance with education, childcare, and housing support, with low literacy and social worker involvement.

Program Track: OSY - Low Income Parenting, HS Dropout

Goals & Support Needs

- **Career goals:**
 - HS diploma
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Unsure where to start
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours, Needs help
 - Health Needs: Other health needs
 - Transportation: No way
 - Childcare & Dependent Care: Single parent, needs reliable childcare
 - Legal Needs: None
 - Money Needs: Needs help, Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 112 E 5th Street, Saint Elmo, IL 62458
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 6/21/2007
- **Email:** haley.benton@fakemail.com

- **Phone:** 618-234-1234
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Divorced
- **SSN:** 123-45-6789

Education History

- **Education Level:** Dropped out after junior year of high school.
- **Currently Enrolled in School/Training:** **✗** No

Employment Background & Skills

- **Work Experience:** No job yet
- **Skills:**
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:**
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - SNAP (Food Stamps)
 - TANF
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Parent

Other Identified Employment Barriers

- Pregnant or Parenting: Yes
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Katelyn dropped out of high school Junior year. She would like to earn her diploma/GED and then a credential. She will need a job to better support her family during this process, and will need to create a resume to apply for jobs. She may also need assistance preparing for job interviews. She is unsure of what career field she would like to go into, and earn a credential, at this time.

Service Needs & Referrals

- **Urgency Tag:** Lives in unsafe, unsanitary conditions (evidenced by roaches in personal belongings), one child under DCFS guidance
- **Referral Needs:**
 - Title II referrals for High School Equivalency
 - transportation assistance
 - Resume preparation
- **Intake Preferences:**
 - Accompanied by a silent social worker during first AJC visit
 - Children present and restless during intake
 - Offline and staff-assisted workflows for low-literacy users

Persona: Marissa Lowell

Customer Overview

Marissa is a 40-year-old domestic abuse survivor living in a homeless shelter. She lacks documentation and formal work history, but she is determined to rebuild her life and secure housing. Marissa needs career planning, resume help, and communication access.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Get a Job
 - Start/Change Career
- **Career Interest:**
 - Explore career paths
- **Job Considerations & Support Needs:**
 - **Career goals:** Get a Job, Start/Change Career
 - **Career goal clarity:** Exploring career paths
 - **Job Preferences:** Needs help, Other: housing instability
 - **Health Needs:** Safety concerns, Other needs
 - **Transportation:** No way, Get a ride
 - **Childcare & Dependent Care:** None stated
 - **Legal Needs:** None stated
 - **Money Needs:** Needs help, Other: lacks documentation
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - ? I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - X I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 1425 W Lincoln Hwy, Dekalb, IL 60115
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 8/31/1985
- **Email:** marissa.lowell@fakemail.com
- **Phone:** (815) 555-0198

- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** Yes
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** No past work experience
- **Skills:**
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:**
- **Resume:** No
- **Job Loss & Reemployment Status:**

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Other cash assistance
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- **Pregnant or Parenting:** No

- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Nicolle has a high school diploma but no work history. She now wants to begin working and start a career. She has no resume or work experience, so she will need help creating a resume as well as interview preparation. At this time, she is unsure of what career path she'd like to be in, so she will need a chance to explore different careers.

Service Needs & Referrals

- **Urgency Tag:**
 - Lives in a homeless shelter
- **Referral Needs:**
 - Career planning
 - Education
 - Resume prep
 - Job search
 - Needs a reliable phone number
- **Intake Preferences:**
 - Documentation assistance

Persona: Brandon Keene

Customer Overview

Brandon is a 45-year-old male who has been the primary caregiver for her elderly mother, who had advanced dementia, for the last 4 years. During this time, he was not employed outside the home and relied on her mother's Social Security and a small pension to cover household expenses. Brandon's mother passed away a month ago, and he is actively seeking training to become a CDL driver to get into the workforce to have income to support himself. He has previously worked odd jobs around town. However, he does not have a strong skill set in any specific area. He has a criminal background and financial stress. He is actively seeking CDL training and expungement support.

Program Track: Dislocated Worker - Homemaker

Goals & Support Needs

- **Career goals:**
 - Get Training
 - Start Career
- **Career Interest:**
 - Truck Driver
- **Job Considerations & Support Needs:**
 - Career goal clarity: Needs training to reach goal
 - Job Preferences: Specific hours, Flexible hours,
 - Health Needs: None
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: Past legal issues, Needs help
 - Money Needs: Needs help, Legal fines
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 4200 Conestoga Dr, Springfield IL, 62711

- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 3/15/1980
- **Email:** brandon.keene@fakemail.com
- **Phone:** 217-999-1234
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** Yes
- **Discharge Status:** Honorable
- **Disability Status:** Yes - health
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 8012345677
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Worked odd jobs around town
- **Skills:** Needs training to get a CDL license
- **Current Employment Status:** Not employed, actively seeking work
- **Resume:** Yes, Outdated
- **Job Loss & Reemployment Status:**
 - Has been the primary caregiver for elderly mother for the past 4 years.

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - SNAP (Food Stamps)
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888

- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: Yes
- Foster Care: No

Information Learned During Assessment to guide Career Plan

- Todd wants to become a truck driver. He is going to need to get training and obtain his CDL so he can begin his career as a truck driver.

Service Needs & Referrals

- **Urgency Tag:** High financial stress and worried about bills and housing stability
- **Referral Needs:**
 - Criminal background; needs to navigate the Land of Lincoln expungement process
 - CDL Training enrollment, Educational expense grants
 - Resume preparation
- **Intake Preferences:**
 - Frequent visitor to the AJC resource room
 - Onsite resource-room intake: rapid referral creation and printed confirmations
 - Automated reminders for class registration deadlines, expungement milestones, and rent-support follow-ups

Persona: Selena Draper

Customer Overview

Selena is a 35-year-old spouse of an active-duty service member who has recently moved due to a permanent change in her spouse's duty station. She previously worked at a library, but since moving, hasn't been able to find a similar job and has taken work as a waitress. She has mental health challenges (anxiety, ADHD, suspected autism). Underemployed and struggling to find better employment. Selena needs career planning, help with upgrading her employment, and mental health accommodations.

Program Track: Dislocated Worker - Spouse of Active Duty Service Member

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
- **Career Interest:**
 - General field in mind
 - Educational Instruction and Library
 - Office and Administrative Support
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours, Flexible hours,
 - Health Needs: Mental health needs
 - Transportation: Car
 - Childcare & Dependent Care: None
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 298 E Vine Street, Vienna, IL 62995
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 7/20/1990

- **Email:** selena.draper@fakemail.com
- **Phone:** 618-567-9875, only works on wi-fi
- **Can Receive Text:** No
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** Yes
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** Not applicable
- **Marital Status:** Married
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Currently working at a restaurant, but hours keep getting reduced
- **Skills:**
- **Current Employment Status:** I have a job right now
- **Reason for Job Loss:** Had to quit job due to being a military spouse and moving due to a permanent change in duty station.
- **Resume:** Yes, outdated

Income Assistance

- **Unemployment Insurance (UI) Status:** No
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Aurora needs help in finding a new job that is more aligned with her work history. She previously worked at a library and would like to either stay in the educational instruction/library or move into an office/admin support role. She does have a resume, but it will need to be updated before applying for positions.

Service Needs & Referrals

- **Urgency Tag:** living in a home with no running water, visibly unhygienic, and in distress
- **Referral Needs:**
 - Title I referrals for career planning, resume prep, job search, and housing instability
 - DRS referrals for disability-related services
 - Community agency referrals for rent and utility assistance
 - Non-formal referrals to hygiene services and food pantries
- **Intake Preferences:**
 - Mental health challenges and limited digital access

Persona: Tanya Whitmer

Customer Overview

Tanya is a 43-year-old immigrant from the Bahamas who has lived in the U.S. most of her life. She owned a small salon for eight years, but worsening economic conditions in her community forced her to close it. Now she is unemployed and living with several family members in a small, shared home with one car. She is interested in starting a new career, but is unsure what type of career she would like to start. Additionally, she is shy and needs ESL support, career re-entry assistance, and transportation help to regain stability.

Program Track: Dislocated Worker - Self Employed

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - I'm unsure where to start and need guidance
- **Job Considerations & Support Needs:**
 - Job Preferences: Needs help, Other: ESL, transportation
 - Health Needs: Other health needs
 - Transportation: Get a ride, No way
 - Childcare & Dependent Care: None stated
 - Legal Needs: None stated
 - Money Needs: Needs help, Other: immigrant
- **Literacy & Skills Assessment:**
 -  I can read and understand stories, articles, or directions written in English.
 -  I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 -  I can add, subtract, multiply, and divide numbers without a calculator
 -  I can speak English well enough to get or keep a job.
 -  I can use a computer to complete tasks.
 -  I can follow step-by-step instructions.
 -  I can fill out forms.

Basic Information

- **Address:** 8495 State Route 143, Edwardsville, IL 62025
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 11/8/1982

- **Email:** tanya.whitmer@fakemail.com
- **Phone:** 618-358-9426
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** Permanent Resident
- **Work Authorization:** Yes
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Some College but no degree
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 20 years of experience as a salon owner
- **Skills:** Customer Service, business ownership, service industry
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** economic conditions caused the closure of the salon
- **Resume:** Yes, will need assistance to review
- **Job Loss & Reemployment Status:**
 - I need help finding a new job because I can't go back to my old job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Hairdressers/Hairstylists/Cosmetologists
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 38,000\$ Yearly
 - UI Status – I am not eligible for UI
 - Declining = No
 - Low Growth = Yes

- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Sibling

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: Reading, Writing, Speaking, Understanding
- English as Native Language = No
- English as Primary Language Spoken in the House = No

Information Learned During Assessment to guide Career Plan

- Christa is looking for a new career. She is unsure what type of career she wants but is interested in earning a credential and starting a new job/career. She will need assistance in creating a resume and helping with job interview skills. As an immigrant, she also needs assistance through an ELA program.

Service Needs & Referrals

- **Referral Needs:**
 - Title I referrals for career planning, resume prep, job application, and interview readiness
 - Non-formal referrals to the resource room for work experience placement
 - Transportation support and career re-entry for immigrants
- **Intake Preferences:**
 - Intake workflows for ESL clients and those with cultural barriers
 - Staff-assisted navigation for shy or non-verbal users

Persona: Marco Vidal

Customer Overview

Marco, a 55-year-old veteran with an associate's degree and a disability, is preparing for separation from the armed forces. Visiting the AJC, he seeks job readiness support and a smooth transition to civilian employment. Approved for DRS services, he needs accessibility accommodations, resume assistance, and guidance to secure a new career path.

Program Track: Dislocated Worker - Transitioning Vet

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Clear career goal and knows occupation
 - Computer Systems Analyst or
 - Information Security Analyst
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours,
 - Health Needs: Disability
 - Transportation: Car
 - Childcare & Dependent Care: None stated
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 7001 Cermak Road, Berwyn, IL 60402
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 9/3/1969
- **Email:** marco.vidal@fakemail.com
- **Phone:** 773-254-4567
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** Transitioning Service Member
- **Disability Status:** Yes
- **Citizenship:** US Citizen
- **Work Authorization:** Yes
- **Selective Service:** 6912345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Associate's degree in information technology
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 15 years of experience as a systems analyst specialist for the army.
- **Skills:** Analyze business requirements, design and implement solutions, and provide technical support training.
- **Current Employment Status:** I have a job right now
- **Reason for Job Loss:** pending separation from the army.
- **Resume:** Yes
- **Previous Employer:**
 - US Army Garrison Command Fort Leonard Wood
 - Layoff Event = yes
 - Job Title: Computer Systems Analysts
 - Employer Address: 14000 Mscoe Loop Ste 120
 - Fort Leonard Wood, MO 65473 -8300
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 3/5/2026

- Actual Layoff Date: 3/5/2026 (note fix for this coming to only allow current or past dates)
- Wages: 78,000\$ Yearly
- UI Status – I am receiving UI
- Declining = Yes
- Low Growth = Yes
- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - None

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Luis is looking for a new career path once he is discharged from the military. He is unsure what career he would like to pursue, so he will need guidance and assistance with earning a credential and getting a new job.

Service Needs & Referrals

- **Referral Needs:**
 - DRS referral tracking and counselor assignment workflows
 - Referred to DRS and successfully connected with a counselor
 - Title I intake for job readiness and resume support
- **Intake Preferences:**
 - Accessibility accommodations intake and training programs
 - Cross-agency service coordination and progress tracking
 - First-time visitor to AJC for job readiness and job search support

Persona: Erin Collier

Customer Overview

Erin Flanders is a 20-year-old college student. Currently enrolled in a welding program, Erin is focused on earning credentials, gaining hands-on experience, and eventually securing an apprenticeship. However, she is struggling to support herself and her 1-year-old son while she is in school. She has limited work experience and a busy schedule, which has made it challenging for her to find part-time work to support herself. She is actively seeking career guidance, resume-building assistance, and assistance in finding part-time work. With limited income and reliance on public transportation or rides. Her strong foundational skills in literacy, numeracy, and technology position her well to succeed with the right support.

Program Track: ISY - pregnant parenting

Goals & Support Needs

- **Career goals:**
 - Apprentice
 - Find a Job
 - Earn a Credential
- **Career Interest:**
 - Need Training to reach goal
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours, Flexible hours
 - Health Needs: Other health needs
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: single parent of 1-year-old son
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 854 E 2300 North Rd, Danforth, IL 60930
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 11/29/2005
- **Email:** erin.collier@fakemail.com
- **Phone:** 815-555-3472
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** Yes
- **Selective Service:** Not Applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma and some college or training classes after high school
- **Currently Enrolled in School/Training:** Yes

Employment Background & Skills

- **Work Experience:** Previously worked as an RA at her school
- **Skills:** welding
- **Current Employment Status:** I've just started working and building my skills
- **Reason for Job Loss:** Moved off campus
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - SNAP
 - TANF
 - Limited income

Additional Contacts

- **Name:** Sam Brown

- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: Yes
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Susan is currently enrolled in a welding program and seeking credentials and an apprenticeship. In the meantime, she needs help finding a part-time job and will need assistance in creating a resume.

Service Needs & Referrals

- **Referral Needs:**
 - Title I enrollment and training program tracking
 - Resume-building and career pathway planning
- **Intake Preferences:**
 - Registered remotely and attended WIOA orientation
 - Progress monitoring for welding certification
 - Automated reminders for class attendance and milestone completions

Persona: Tyler Maddox

Customer Overview

Tyler, 37, was recently released from prison after 15 years and is basic skills deficient, struggling with computer use, completing forms, and following instructions. He has limited income, lives with his parents, and is seeking job readiness and reentry support. Tyler was referred to the SaFoundation, but he has not been able to connect with them. He is looking for help getting referrals to resources that will help him reintegrate. Additionally, he is interested in enrolling in a training program to earn a job-ready credential, improve digital literacy, and successfully enter the workforce.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Exploring Different Career Paths
- **Job Considerations & Support Needs:**
 - **Job Preferences:** Needs help
 - **Health Needs:** Mental Health needs
 - **Transportation:** Public transport, Get a ride
 - **Childcare & Dependent Care:** None stated
 - **Legal Needs:** Needs help with legal issues
 - **Financial Situation:** Needs help
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 39172 N Green Bay Rd, Beach Park, IL 60087
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 5/22/1988
- **Email:** tyler.maddox@fakemail.com
- **Phone:** 847-365-4758
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** N/A
- **Selective Service:** 8812345670
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Earned High School Equivalency through prison
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** none
- **Skills:**
 - basic landscaping and groundskeeping skills
 - took a basic literacy course
- **Current Employment Status:** Mowed lawns for cash
- **Reason for Job Loss:** Incarcerated
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888

- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Parent

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: Yes
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Joey is looking to enroll in a training program and earn a credential, although he is unsure what type of career he wants yet. He would also like to improve his digital literacy and find a job.

Service Needs & Referrals

- **Referral Needs:**
 - Needs job readiness and employment support
 - Referred to AJC and Safer Foundation for reentry services
 - Attended WIOA orientation but was unresponsive to Safer Foundation outreach
- **Intake Preferences:**
 - Reentry service referral workflows and follow-up tracking
 - Title I intake for job readiness and employment support
 - Outreach automation and engagement tracking
 - Flagging for additional follow-up and case management

Persona: Lena Chau

Customer Overview

Lena is a 17-year-old currently in foster care and finishing her senior year at a public high school. She dreams of going to college to study education. She has limited financial resources, no family support for navigating college applications, is unsure how to complete FAFSA forms, and relies on public transportation. Lena is motivated and very excited for the next chapter of her education. She needs career guidance, supportive services, and help with college readiness, including assistance with applications and financial aid, so that she can earn her degree.

Program Track: ISY -currently in fostercare

Goals & Support Needs

- **Career goals:**
 - Earn a Degree
- **Career Interest:**
 - Need Training to reach goal
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: None
 - Transportation: Public transport
 - Childcare & Dependent Care: None
 - Financial Situation: Budgeting
 - Legal Needs: None stated
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 1195 N Broad Street, Galesburg, IL 61401
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 10/31/2006

- **Email:** lena.chau@fakemail.com
- **Phone:** 309-224-3474
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Asian and White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Senior in high school
- **Currently Enrolled in School/Training:** Yes

Employment Background & Skills

- **Work Experience:** none
- **Skills:**
- **Current Employment Status:** Has not had a job yet
- **Reason for Job Loss:**
- **Resume:** No

Income Assistance

- **Currently in Foster Care**
- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - Free/reduced lunch

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Legal Guardian

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: Yes, currently in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Ava is a youth who is finishing high school and planning to continue her education in college. She needs assistance to earn her degree; however, with some career guidance and college readiness.

Service Needs & Referrals

- **Referral Needs:**
 - Youth program intake and eligibility verification
 - Youth-specific support services and milestone tracking
- **Intake Preferences:**
 - Completed phone screen for age and eligibility
 - Attended orientation and connected with the youth coach
 - Actively exploring program enrollment options

Persona: Derek Kline

Customer Overview

Derek is a 46-year-old man who primarily speaks Spanish and was recently laid off during a small layoff at a local warehouse company. He is struggling to find work because his technical/digital skills are outdated, and his limited English makes applications and interviews difficult. Additionally, he is struggling to navigate how to apply for UI after the layoff. Derek lives with his wife and two young children; his wife stays home to care for them, and the family has reliable transportation. He has valid work authorization and is looking for help improving his English, upgrading his skills through training, and finding a stable job in warehousing to support his family.

Program Track: Dislocated Worker - Small Group Layoff

Goals & Support Needs

- **Career goals:**
 - Return to work
- **Career Interest:**
 - Clear career goal and knows occupation
 - Inventory Clerk
 - Distribution manager
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours
 - Health Needs: None
 - Transportation: Car
 - Childcare & Dependent Care: Has stable childcare
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 2502 E Empire St, Bloomington, IL 61704
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 8/4/1979
- **Email:** derek.kline@fakemail.com

- **Phone:** 999-999-9999
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** No
- **Work Authorization:** Yes
- **Selective Service:** No
- **Marital Status:** Married
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No
 - Completed vocational certificate in warehouse operations and inventory control in 2003

Employment Background & Skills

- **Work Experience:**
 - Warehouse associate/Inventory clerk for 12 years in Mexico.
 - Inventory clerk at local company for 8 years.
- **Skills:**
 - Mathematics
 - Technical drawing
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Local warehouse had a small layoff
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Shipping, Receiving, and Inventory Clerks
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026

- Actual Layoff Date: 2/5/2026
- Wages: 38,000\$ Yearly
- UI Status – I am not sure
- Declining = No
- Low Growth = Yes
- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:** Has not filled, struggling to navigate the process.
- **Public Assistance:**
 - N/A

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: Yes, has kids
- Justice Impacted: No
- Foster Care: No
- Trouble with English: Writing and Speaking
- English as Native Language = No
- English as Primary Language Spoken in the House = Yes

Information Learned During Assessment to guide Career Plan

- Chris was laid off and is looking for new employment in his same career cluster. He needs digital literacy and EAL assistance, as well as improving interview skills. He would also like to upgrade his skills through training.

Service Needs & Referrals

- **Urgency Tag:**
- **Referral Needs:**
 - Needs ESL referral
 - Vocational training referral and attendance tracking. The vocational program has reached out three times with orientation invites.



Illinois
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OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

Intake Personas
February 2026 V2

- **Intake Preferences:**
 - Staff-assisted intake
 - ESL program referral and intake
 - Communication workflows for users with limited phone access
 - City-of-residence verification for eligibility

Persona: Derek Kline

Customer Overview

Victor is a 29-year-old bilingual DACA recipient with valid work authorization who was recently laid off when a car manufacturing facility closed. He has a hearing impairment that requires occasional accommodation but does not limit his ability to work. Victor has no children or legal issues and is eager to return to the workforce quickly to maintain income and help support his extended family. He is open to transitioning into a new career field and wants to leverage his bilingual skills in a role that offers stability and growth. Victor is seeking assistance with career planning and job placement to achieve his goals.

Program Track: Dislocated Worker - Facility closure

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
 - Get a job
 - Start/change career
- **Career Interest:**
 - Exploring different career paths
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: Hearing disability, occasional accommodations needed
 - Transportation: Car, Get a ride
 - Childcare & Dependent Care: he helps support his extended family
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 3304 N. Main St., Rockford, IL 61103
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 1/23/1995
- **Email:** victor.salazar@fakemail.com
- **Phone:** 815-630-8754

- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** No - DACA recipient
- **Work Authorization:** Yes
- **Selective Service:** 9512345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Supplier Liaison at a car manufacturing facility for 7 years
- **Skills:**
 - Work with Spanish-speaking suppliers, coordinate between teams, and assist with shipments/reporting.
- **Current Employment Status:** Doesn't have a job but is looking for one
- **Reason for Job Loss:** Plant closed
- **Resume:** Yes, outdated
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 58,000\$ Yearly
 - UI Status – I am receiving UI
 - Declining = No
 - Low Growth = Yes
 - UI Claimant = Yes, UI Profilee

- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- Unemployment Insurance (UI) Status: Claimed
- Public Assistance:
 - None

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- William was recently laid off and is looking to re-enter the workforce as soon as possible. He is open to a career change, specifically a career that would allow him to use his bilingual skills.

Service Needs & Referrals

- **Urgency Tag:** single-income household
- **Referral Needs:**
 - Childcare assistance referrals with urgency tagging for single-income households
 - Title I referral for the Dislocated Worker program
 - Title II referral for Adult Ed ESL
 - Title III referral for UI filing assistance
- **Intake Preferences:**
 - Testing mobile-friendly referral system for clients who rely on smartphones over desktops
 - Eligibility flagging for SNAP/TANF-related support
 - Indicated need for language-access: Spanish-language forms, bilingual staff, interpreter scheduling

Persona: Renee Dalton

Customer Overview

Renee is a 38-year-old woman who has spent the last 15 years as a full-time caregiver for her children. Now that her kids are older, she is eager to return to the workforce. Before leaving the workforce, she worked as a Certified Nursing Assistant (CNA), but her license has expired. Renee is eager to return to healthcare but faces barriers such as outdated credentials, limited recent work experience, and uncertainty about current job requirements. Renee is actively seeking to reinstate her CNA license, create a resume, and get back into the workforce.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
 - Earn Credential
- **Career Interest:**
 - Needs training to reach goal in healthcare
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours
 - Health Needs: None
 - Transportation: Car
 - Childcare & Dependent Care: Has stable childcare
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 1317 W Garden St, Peoria, IL 61602
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 4/17/1987
- **Email:** renee.dalton@fakemail.com
- **Phone:** 309-339-0527
- **Can Receive Text:** Yes

- **Preferred Communication:** Email



Demographic

- **Race/Ethnicity:** Black
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not Applicable
- **Marital Status:** Married
- **SSN:** 123-45-6789



Education History

- **Education Level:** High School Graduate and Expired CNA license
- **Currently Enrolled in School/Training:** No



Employment Background & Skills

- **Work Experience:** CNA experience but hasn't worked for 15 years
- **Skills:**
 - Clerical and record keeping
 - Basic medical, clinical, and patient care skills
 - Following safety protocols
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Quit to stay home with kids
- **Resume:** Not available – needs help creating one



Income Assistance

- **Unemployment Insurance (UI) Status:** Not Claimed
- **Public Assistance:**
 - N/A



Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse



Other Identified Employment Barriers

- **Pregnant or Parenting:** No

- Justice Impacted: No
- Foster Care: Yes, previously in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Denise is looking to re-enter the workforce after a decent length of time away. She was a CNA previously and would like to return to healthcare. However, she will need to update her credentials. Since her credentials have expired, she will need assistance to get them reinstated, create a new resume, and find a job.

Service Needs & Referrals

- **Urgency Tag:**
- **Referral Needs:**
 - Title I referral for CNA license reinstatement support, potential funding for exam fees, retraining, and wraparound needs like transportation.
 - Coordination with Reentry programs and Second Chance partners
- **Intake Preferences:**
 - Testing employer-engagement referrals: resume flagging for reentry candidates
 - Tracking milestones for professional license reinstatement

Persona: Harrison Pike

Customer Overview

Harrison is a 22-year-old former foster youth who dropped out of college due to financial stress. He currently works part-time at Best Buy but doesn't get enough hours to cover his expenses and is receiving SNAP benefits. Harrison has been diagnosed with anxiety and depression, which makes navigating job searches and training programs challenging. Despite these barriers, he is highly interested in IT training and wants to return to college to complete his associate degree in technology. Harrison needs mental health support, career counseling, and assistance with enrollment and financial aid to get back on track toward his education and career goals.

Program Track: OSY – foster care

Goals & Support Needs

- **Career goals:**
 - Earn Degree
 - Get a Job
- **Career Interest:**
 - Has specific occupations in mind
 - Computer Programmer
 - Software Developer
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: Mental health needs
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: None
 - Money Needs: Needs help
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 204 N Ottawa St, Joliet, IL 60432
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 6/27/2003
- **Email:** harrison.pike@fakemail.com
- **Phone:** 815-467-7489
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** Yes – mental health
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 0312345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Some College
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Sales Associate at Best Buy
- **Skills:**
 - Sales
 - Technically savvy
- **Current Employment Status:** Has a part-time job
- **Reason for Job Loss:** N/A
- **Resume:** Not available – needs help creating one

Income Assistance

- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - SNAP (Food Stamps)
 - Limited income

Additional Contacts

- **Name:** Sam Brown

- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: Yes, previously in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Martin currently works part-time but needs a full-time job and is interested in completing his Associate's degree in technology to get into the IT field. He will need assistance getting his degree through enrollment and financial aid. He will also need assistance creating a resume and finding a job.

Service Needs & Referrals

- **Urgency Tag:** Housing instability
- **Referral Needs:**
 - Title I referral for IT certificate training and supportive services
 - Youth/young adult workflows with foster care alumni auto-qualification
 - Integration with mental health services referrals
- **Intake Preferences:**
 - Testing shortened/intake-light workflows for participants with anxiety
 - Tracking supportive service milestones (e.g., laptop access, transportation vouchers)

Persona: Faye Donovan

Customer Overview

Faye is a 61-year-old woman who recently lost her job when the coal plant where she worked as a mining machine operator closed. She has health conditions after working in mining for most of her life. She has limited digital literacy and has exhausted her unemployment benefits, putting her at risk of long-term unemployment. Faye is unsure of her next steps and needs guidance to identify a new career path that offers self-sufficient wages. Faye is seeking career counseling to help determine her next steps, assistance with digital literacy skills, and help addressing the transportation barriers she faces.

Program Track: Dislocated Worker - Small Group Layoff

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
- **Career Interest:**
 - Unsure of where to start
- **Job Considerations & Support Needs:**
 - Job Preferences: Close to home
 - Health Needs: Health conditions
 - Transportation: No way, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: None
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 201 E Main St, Galatia, IL 62935
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 8/1/1964
- **Email:** faye.donovan@fakemail.com
- **Phone:** 618-365-4587
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** Yes
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not Applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 30 years of experience in a coal plant as a mining machine operator
- **Skills:**
 - Monitoring equipment, recording operational data
 - Safety compliance
 - Team communication
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Plant closed
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Continuous Mining Machine Operators
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 48,000\$ Yearly
 - UI Status – I have exhausted UI
 - Declining = No
 - Low Growth = No

- Does the customer need additional assistance finding work: Yes
- Reason Why: Limited local opportunities in previous occupation/industry
- UI Claimant = Yes, UI Profilee
- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- **Unemployment Insurance (UI) Status:** Exhausted
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Barbara is currently unemployed and in need of an immediate return to the workforce. She is unsure where to start and is ready to start a new career. She also needs assistance with digital literacy.

Service Needs & Referrals

- **Urgency Tag:** older workers at risk of long-term unemployment
- **Referral Needs:**
 - Title I referrals for Dislocated Worker training and CEJA (displaced energy worker)
- **Intake Preferences:**
 - Staff-assisted intake
 - Offline intake workflows for areas with poor internet connectivity
 - Mail-based referral confirmations and follow-ups
 - Testing phone-based referral system navigation for low-tech participants

Persona: Wesley Pratt

Customer Overview

Wesley is a 72-year-old Vietnam War veteran and first-time American Job Center (AJC) visitor. He is currently facing imminent homelessness due to overdue rent and relies on public transportation. Wesley has a combat-related hand disability and combat-related health conditions. Wesley has low digital literacy and prefers in-person, staff-assisted services. Despite these challenges, he brings a wealth of experience from 35 years in manufacturing and has strong hands-on skills, including furniture building and math proficiency. He actively seeks to return to work as soon as possible and is open to various shifts, including evenings and weekends. Wesley needs support with resume creation, housing stability, and navigating multi-agency referrals to reenter the workforce and regain financial security.

Program Track: Dislocated Worker -Substantial Layoff

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
- **Career Interest:**
 - Unsure of specific occupation but has career fields in mind:
 - Construction and Extraction
 - Installation, Maintenance, and Repair
 - Production
 - Other hands-on roles
- **Job Considerations & Support Needs:**
 - Job Preferences: Open to various shifts (day/evening), but would like the same schedule each week, and prefer jobs close to home near the bus route
 - Health Needs: Combat-related disability and health condition
 - Transportation: Relies on public transportation
 - Childcare & Dependent Care: None
 - Legal needs: Does not have legal needs
 - Money Needs: Facing imminent homelessness due to overdue rent
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions

- Can fill out forms with assistance

Basic Information

- **Address:** 3718 State St, East Saint Louis, IL 62205
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 2/9/1953
- **Email:** wesley.pratt@fakemail.com
- **Phone:** 999-999-9999
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Male
- **Veteran Status:** Vietnam War Veteran
- **Discharge Status:** Honorable
- **Disability Status:** Yes – Combat-related hand disability
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 5312345612
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 35 years in manufacturing
- **Skills:**
 - Furniture building
 - Strong math skills
 - English speaker
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Laid off 3 weeks ago due to company downsizing
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Lost last job and had to take lower-paying work without healthcare
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment

- Layoff Event = yes
- Job Title: Machinists
- Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
- Date Notified of Layoff: 12/22/2025
- Projected Layoff Date: 2/5/2026
- Actual Layoff Date: 2/5/2026
- Wages: 58,000\$ Yearly
- UI Status – I am receiving UI
- Declining = No
- Low Growth = Yes
- UI Claimant = Yes, UI Profilee
- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- Unemployment Insurance (UI) Status: Claimed
- Public Assistance:
 - SNAP (Food Stamps)
 - SSDI
- Have you received TANF
 - No

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Victor needs to return to the workforce immediately in a career cluster where he has many years of experience already. He will need to create a resume that fits the job he would like.

Service Needs & Referrals

- **Urgency Tag:** Housing instability
- **Referral Needs:**
 - Title I (Workforce Innovation and Opportunity Act)
 - DRS (Division of Rehabilitation Services)
 - IDES (Illinois Department of Employment Security)
 - Housing support services
- **Intake Preferences:**
 - Staff-assisted intake
 - Offline workflows for non-digital users

Persona: Marilyn Soto

Customer Overview

Marilyn is an 18-year-old single mother of two, living in unsafe housing. She has no diploma, no work experience, and no transportation. Additionally, she receives SNAP, TANF, and has limited income. Marilyn needs assistance with education, childcare, and housing support, with low literacy and social worker involvement.

Program Track: OSY - Low Income Parenting, HS Dropout

Goals & Support Needs

- **Career goals:**
 - HS diploma
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Unsure where to start
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours, Needs help
 - Health Needs: Other health needs
 - Transportation: No way
 - Childcare & Dependent Care: Single parent, needs reliable childcare
 - Legal Needs: None
 - Money Needs: Needs help, Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 112 E 5th Street, Saint Elmo, IL 62458
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 6/21/2007
- **Email:** marilyn.soto@fakemail.com

- **Phone:** 618-234-1234
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Divorced
- **SSN:** 123-45-6789

Education History

- **Education Level:** Dropped out after junior year of high school.
- **Currently Enrolled in School/Training:** **✗** No

Employment Background & Skills

- **Work Experience:** No job yet
- **Skills:**
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:**
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - SNAP (Food Stamps)
 - TANF
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Parent

Other Identified Employment Barriers

- Pregnant or Parenting: Yes
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Katelyn dropped out of high school Junior year. She would like to earn her diploma/GED and then a credential. She will need a job to better support her family during this process, and will need to create a resume to apply for jobs. She may also need assistance preparing for job interviews. She is unsure of what career field she would like to go into, and earn a credential, at this time.

Service Needs & Referrals

- **Urgency Tag:** Lives in unsafe, unsanitary conditions (evidenced by roaches in personal belongings), one child under DCFS guidance
- **Referral Needs:**
 - Title II referrals for High School Equivalency
 - transportation assistance
 - Resume preparation
- **Intake Preferences:**
 - Accompanied by a silent social worker during first AJC visit
 - Children present and restless during intake
 - Offline and staff-assisted workflows for low-literacy users

Persona: Elise Harmon

Customer Overview

Elise is a 40-year-old domestic abuse survivor living in a homeless shelter. She lacks documentation and formal work history, but she is determined to rebuild her life and secure housing. Elise needs career planning, resume help, and communication access.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Get a Job
 - Start/Change Career
- **Career Interest:**
 - Explore career paths
- **Job Considerations & Support Needs:**
 - **Career goals:** Get a Job, Start/Change Career
 - **Career goal clarity:** Exploring career paths
 - **Job Preferences:** Needs help, Other: housing instability
 - **Health Needs:** Safety concerns, Other needs
 - **Transportation:** No way, Get a ride
 - **Childcare & Dependent Care:** None stated
 - **Legal Needs:** None stated
 - **Money Needs:** Needs help, Other: lacks documentation
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - ? I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - X I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 1425 W Lincoln Hwy, Dekalb, IL 60115
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 8/31/1985
- **Email:** elise.harmon@fakemail.com
- **Phone:** (815) 555-0198

- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** Yes
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** No past work experience
- **Skills:**
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:**
- **Resume:** No
- **Job Loss & Reemployment Status:**

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Other cash assistance
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- **Pregnant or Parenting:** No

- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Nicolle has a high school diploma but no work history. She now wants to begin working and start a career. She has no resume or work experience, so she will need help creating a resume as well as interview preparation. At this time, she is unsure of what career path she'd like to be in, so she will need a chance to explore different careers.

Service Needs & Referrals

- **Urgency Tag:**
 - Lives in a homeless shelter
- **Referral Needs:**
 - Career planning
 - Education
 - Resume prep
 - Job search
 - Needs a reliable phone number
- **Intake Preferences:**
 - Documentation assistance

Persona: Sergio Alvarez

Customer Overview

Sergio is a 45-year-old male who has been the primary caregiver for her elderly mother, who had advanced dementia, for the last 4 years. During this time, he was not employed outside the home and relied on her mother's Social Security and a small pension to cover household expenses. Sergio's mother passed away a month ago, and he is actively seeking training to become a CDL driver to get into the workforce to have income to support himself. He has previously worked odd jobs around town. However, he does not have a strong skill set in any specific area. He has a criminal background and financial stress. He is actively seeking CDL training and expungement support.

Program Track: Dislocated Worker - Homemaker

Goals & Support Needs

- **Career goals:**
 - Get Training
 - Start Career
- **Career Interest:**
 - Truck Driver
- **Job Considerations & Support Needs:**
 - Career goal clarity: Needs training to reach goal
 - Job Preferences: Specific hours, Flexible hours,
 - Health Needs: None
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: Past legal issues, Needs help
 - Money Needs: Needs help, Legal fines
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 4200 Conestoga Dr, Springfield IL, 62711

- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 3/15/1980
- **Email:** sergio.alvarez@fakemail.com
- **Phone:** 217-999-1234
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** Yes
- **Discharge Status:** Honorable
- **Disability Status:** Yes - health
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 8012345677
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Worked odd jobs around town
- **Skills:** Needs training to get a CDL license
- **Current Employment Status:** Not employed, actively seeking work
- **Resume:** Yes, Outdated
- **Job Loss & Reemployment Status:**
 - Has been the primary caregiver for elderly mother for the past 4 years.

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - SNAP (Food Stamps)
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888

- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: Yes
- Foster Care: No

Information Learned During Assessment to guide Career Plan

- Todd wants to become a truck driver. He is going to need to get training and obtain his CDL so he can begin his career as a truck driver.

Service Needs & Referrals

- **Urgency Tag:** High financial stress and worried about bills and housing stability
- **Referral Needs:**
 - Criminal background; needs to navigate the Land of Lincoln expungement process
 - CDL Training enrollment, Educational expense grants
 - Resume preparation
- **Intake Preferences:**
 - Frequent visitor to the AJC resource room
 - Onsite resource-room intake: rapid referral creation and printed confirmations
 - Automated reminders for class registration deadlines, expungement milestones, and rent-support follow-ups

Persona: Tori Mathis

Customer Overview

Tori is a 35-year-old spouse of an active-duty service member who has recently moved due to a permanent change in her spouse's duty station. She previously worked at a library, but since moving, hasn't been able to find a similar job and has taken work as a waitress. She has mental health challenges (anxiety, ADHD, suspected autism). Underemployed and struggling to find better employment. Tori needs career planning, help with upgrading her employment, and mental health accommodations.

Program Track: Dislocated Worker - Spouse of Active Duty Service Member

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
- **Career Interest:**
 - General field in mind
 - Educational Instruction and Library
 - Office and Administrative Support
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours, Flexible hours,
 - Health Needs: Mental health needs
 - Transportation: Car
 - Childcare & Dependent Care: None
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 298 E Vine Street, Vienna, IL 62995
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 7/20/1990

- **Email:** tori.mathis@fakemail.com
- **Phone:** 618-567-9875, only works on wi-fi
- **Can Receive Text:** No
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** Yes
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** Not applicable
- **Marital Status:** Married
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Diploma
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Currently working at a restaurant, but hours keep getting reduced
- **Skills:**
- **Current Employment Status:** I have a job right now
- **Reason for Job Loss:** Had to quit job due to being a military spouse and moving due to a permanent change in duty station.
- **Resume:** Yes, outdated

Income Assistance

- **Unemployment Insurance (UI) Status:** No
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Aurora needs help in finding a new job that is more aligned with her work history. She previously worked at a library and would like to either stay in the educational instruction/library or move into an office/admin support role. She does have a resume, but it will need to be updated before applying for positions.

Service Needs & Referrals

- **Urgency Tag:** living in a home with no running water, visibly unhygienic, and in distress
- **Referral Needs:**
 - Title I referrals for career planning, resume prep, job search, and housing instability
 - DRS referrals for disability-related services
 - Community agency referrals for rent and utility assistance
 - Non-formal referrals to hygiene services and food pantries
- **Intake Preferences:**
 - Mental health challenges and limited digital access

Persona: Heather Winslow

Customer Overview

Heather is a 43-year-old immigrant from the Bahamas who has lived in the U.S. most of her life. She owned a small salon for eight years, but worsening economic conditions in her community forced her to close it. Now she is unemployed and living with several family members in a small, shared home with one car. She is interested in starting a new career, but is unsure what type of career she would like to start. Additionally, she is shy and needs ESL support, career re-entry assistance, and transportation help to regain stability.

Program Track: Dislocated Worker - Self Employed

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - I'm unsure where to start and need guidance
- **Job Considerations & Support Needs:**
 - Job Preferences: Needs help, Other: ESL, transportation
 - Health Needs: Other health needs
 - Transportation: Get a ride, No way
 - Childcare & Dependent Care: None stated
 - Legal Needs: None stated
 - Money Needs: Needs help, Other: immigrant
- **Literacy & Skills Assessment:**
 -  I can read and understand stories, articles, or directions written in English.
 -  I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 -  I can add, subtract, multiply, and divide numbers without a calculator
 -  I can speak English well enough to get or keep a job.
 -  I can use a computer to complete tasks.
 -  I can follow step-by-step instructions.
 -  I can fill out forms.

Basic Information

- **Address:** 8495 State Route 143, Edwardsville, IL 62025
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 11/8/1982

- **Email:** heather.winslow@fakemail.com
- **Phone:** 618-358-9426
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** Permanent Resident
- **Work Authorization:** Yes
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Some College but no degree
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 20 years of experience as a salon owner
- **Skills:** Customer Service, business ownership, service industry
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** economic conditions caused the closure of the salon
- **Resume:** Yes, will need assistance to review
- **Job Loss & Reemployment Status:**
 - I need help finding a new job because I can't go back to my old job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Hairdressers/Hairstylists/Cosmetologists
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 38,000\$ Yearly
 - UI Status – I am not eligible for UI
 - Declining = No
 - Low Growth = Yes

- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Sibling

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: Reading, Writing, Speaking, Understanding
- English as Native Language = No
- English as Primary Language Spoken in the House = No

Information Learned During Assessment to guide Career Plan

- Christa is looking for a new career. She is unsure what type of career she wants but is interested in earning a credential and starting a new job/career. She will need assistance in creating a resume and helping with job interview skills. As an immigrant, she also needs assistance through an ELA program.

Service Needs & Referrals

- **Referral Needs:**
 - Title I referrals for career planning, resume prep, job application, and interview readiness
 - Non-formal referrals to the resource room for work experience placement
 - Transportation support and career re-entry for immigrants
- **Intake Preferences:**
 - Intake workflows for ESL clients and those with cultural barriers
 - Staff-assisted navigation for shy or non-verbal users

Persona: Carter Doyle

Customer Overview

Carter, a 55-year-old veteran with an associate's degree and a disability, is preparing for separation from the armed forces. Visiting the AJC, he seeks job readiness support and a smooth transition to civilian employment. Approved for DRS services, he needs accessibility accommodations, resume assistance, and guidance to secure a new career path.

Program Track: Dislocated Worker - Transitioning Vet

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Clear career goal and knows occupation
 - Computer Systems Analyst or
 - Information Security Analyst
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours,
 - Health Needs: Disability
 - Transportation: Car
 - Childcare & Dependent Care: None stated
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 7001 Cermak Road, Berwyn, IL 60402
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 9/3/1969
- **Email:** carter.doyle@fakemail.com
- **Phone:** 773-254-4567
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** Transitioning Service Member
- **Disability Status:** Yes
- **Citizenship:** US Citizen
- **Work Authorization:** Yes
- **Selective Service:** 6912345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Associate's degree in information technology
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 15 years of experience as a systems analyst specialist for the army.
- **Skills:** Analyze business requirements, design and implement solutions, and provide technical support training.
- **Current Employment Status:** I have a job right now
- **Reason for Job Loss:** pending separation from the army.
- **Resume:** Yes
- **Previous Employer:**
 - US Army Garrison Command Fort Leonard Wood
 - Layoff Event = yes
 - Job Title: Computer Systems Analysts
 - Employer Address: 14000 Mscoe Loop Ste 120
 - Fort Leonard Wood, MO 65473 -8300
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 3/5/2026

- Actual Layoff Date: 3/5/2026 (note fix for this coming to only allow current or past dates)
- Wages: 78,000\$ Yearly
- UI Status – I am receiving UI
- Declining = Yes
- Low Growth = Yes
- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - None

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Luis is looking for a new career path once he is discharged from the military. He is unsure what career he would like to pursue, so he will need guidance and assistance with earning a credential and getting a new job.

Service Needs & Referrals

- **Referral Needs:**
 - DRS referral tracking and counselor assignment workflows
 - Referred to DRS and successfully connected with a counselor
 - Title I intake for job readiness and resume support
- **Intake Preferences:**
 - Accessibility accommodations intake and training programs
 - Cross-agency service coordination and progress tracking
 - First-time visitor to AJC for job readiness and job search support

Persona: Melissa Hooper

Customer Overview

Melissa is a 20-year-old college student. Currently enrolled in a welding program, Melissa is focused on earning credentials, gaining hands-on experience, and eventually securing an apprenticeship. However, she is struggling to support herself and her 1-year-old son while she is in school. She has limited work experience and a busy schedule, which has made it challenging for her to find part-time work to support herself. She is actively seeking career guidance, resume-building assistance, and assistance in finding part-time work. With limited income and reliance on public transportation or rides. Her strong foundational skills in literacy, numeracy, and technology position her well to succeed with the right support.

Program Track: ISY - pregnant parenting

Goals & Support Needs

- **Career goals:**
 - Apprentice
 - Find a Job
 - Earn a Credential
- **Career Interest:**
 - Need Training to reach goal
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours, Flexible hours
 - Health Needs: Other health needs
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: single parent of 1-year-old son
 - Legal Needs: None stated
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 854 E 2300 North Rd, Danforth, IL 60930
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 11/29/2005
- **Email:** melissa.hooper@fakemail.com
- **Phone:** 815-555-3472
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** Yes
- **Selective Service:** Not Applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** HS Diploma and some college or training classes after high school
- **Currently Enrolled in School/Training:** Yes

Employment Background & Skills

- **Work Experience:** Previously worked as an RA at her school
- **Skills:** welding
- **Current Employment Status:** I've just started working and building my skills
- **Reason for Job Loss:** Moved off campus
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - SNAP
 - TANF
 - Limited income

Additional Contacts

- **Name:** Sam Brown

- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- **Pregnant or Parenting:** Yes
- **Justice Impacted:** No
- **Foster Care:** No
- **Trouble with English:** No

Information Learned During Assessment to guide Career Plan

- Susan is currently enrolled in a welding program and seeking credentials and an apprenticeship. In the meantime, she needs help finding a part-time job and will need assistance in creating a resume.

Service Needs & Referrals

- **Referral Needs:**
 - Title I enrollment and training program tracking
 - Resume-building and career pathway planning
- **Intake Preferences:**
 - Registered remotely and attended WIOA orientation
 - Progress monitoring for welding certification
 - Automated reminders for class attendance and milestone completions

Persona: Jason Ellery

Customer Overview

Jason, 37, was recently released from prison after 15 years and is basic skills deficient, struggling with computer use, completing forms, and following instructions. He has limited income, lives with his parents, and is seeking job readiness and reentry support. Jason was referred to the SaFoundation, but he has not been able to connect with them. He is looking for help getting referrals to resources that will help him reintegrate. Additionally, he is interested in enrolling in a training program to earn a job-ready credential, improve digital literacy, and successfully enter the workforce.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Start/Change Career
 - Get a job
 - Earn Credential
- **Career Interest:**
 - Exploring Different Career Paths
- **Job Considerations & Support Needs:**
 - **Job Preferences:** Needs help
 - **Health Needs:** Mental Health needs
 - **Transportation:** Public transport, Get a ride
 - **Childcare & Dependent Care:** None stated
 - **Legal Needs:** Needs help with legal issues
 - **Financial Situation:** Needs help
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 39172 N Green Bay Rd, Beach Park, IL 60087
- **Living Situation:** I need a permanent place to live
- **Date of Birth:** 5/22/1988
- **Email:** jason.ellery@fakemail.com
- **Phone:** 847-365-4758
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** N/A
- **Selective Service:** 8812345670
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Earned High School Equivalency through prison
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** none
- **Skills:**
 - basic landscaping and groundskeeping skills
 - took a basic literacy course
- **Current Employment Status:** Mowed lawns for cash
- **Reason for Job Loss:** Incarcerated
- **Resume:** No

Income Assistance

- **Unemployment Insurance (UI) Status:**
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888

- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Parent

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: Yes
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Joey is looking to enroll in a training program and earn a credential, although he is unsure what type of career he wants yet. He would also like to improve his digital literacy and find a job.

Service Needs & Referrals

- **Referral Needs:**
 - Needs job readiness and employment support
 - Referred to AJC and Safer Foundation for reentry services
 - Attended WIOA orientation but was unresponsive to Safer Foundation outreach
- **Intake Preferences:**
 - Reentry service referral workflows and follow-up tracking
 - Title I intake for job readiness and employment support
 - Outreach automation and engagement tracking
 - Flagging for additional follow-up and case management

Persona: Patricia Lang

Customer Overview

Patricia is a 17-year-old currently in foster care and finishing her senior year at a public high school. She dreams of going to college to study education. She has limited financial resources, no family support for navigating college applications, is unsure how to complete FAFSA forms, and relies on public transportation. Patricia is motivated and very excited for the next chapter of her education. She needs career guidance, supportive services, and help with college readiness, including assistance with applications and financial aid, so that she can earn her degree.

Program Track: ISY -currently in fostercare

Goals & Support Needs

- **Career goals:**
 - Earn a Degree
- **Career Interest:**
 - Need Training to reach goal
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: None
 - Transportation: Public transport
 - Childcare & Dependent Care: None
 - Financial Situation: Budgeting
 - Legal Needs: None stated
- **Literacy & Skills Assessment:**
 - I can read and understand stories, articles, or directions written in English.
 - I can write notes, lists, or short paragraphs in English so others can understand my ideas.
 - I can add, subtract, multiply, and divide numbers without a calculator
 - I can speak English well enough to get or keep a job.
 - I can use a computer to complete tasks.
 - I can follow step-by-step instructions.
 - I can fill out forms.

Basic Information

- **Address:** 1195 N Broad Street, Galesburg, IL 61401
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 10/31/2006

- **Email:** patricia.lang@fakemail.com
- **Phone:** 309-224-3474
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Asian and White
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** US Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Senior in high school
- **Currently Enrolled in School/Training:** Yes

Employment Background & Skills

- **Work Experience:** none
- **Skills:**
- **Current Employment Status:** Has not had a job yet
- **Reason for Job Loss:**
- **Resume:** No

Income Assistance

- **Currently in Foster Care**
- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - Free/reduced lunch

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Legal Guardian

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: Yes, currently in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Ava is a youth who is finishing high school and planning to continue her education in college. She needs assistance to earn her degree; however, with some career guidance and college readiness.

Service Needs & Referrals

- **Referral Needs:**
 - Youth program intake and eligibility verification
 - Youth-specific support services and milestone tracking
- **Intake Preferences:**
 - Completed phone screen for age and eligibility
 - Attended orientation and connected with the youth coach
 - Actively exploring program enrollment options

Persona: Trevor McNeil

Customer Overview

Trevor is a 46-year-old man who primarily speaks Spanish and was recently laid off during a small layoff at a local warehouse company. He is struggling to find work because his technical/digital skills are outdated, and his limited English makes applications and interviews difficult. Additionally, he is struggling to navigate how to apply for UI after the layoff. Trevor lives with his wife and two young children; his wife stays home to care for them, and the family has reliable transportation. He has valid work authorization and is looking for help improving his English, upgrading his skills through training, and finding a stable job in warehousing to support his family.

Program Track: Dislocated Worker - Small Group Layoff

Goals & Support Needs

- **Career goals:**
 - Return to work
- **Career Interest:**
 - Clear career goal and knows occupation
 - Inventory Clerk
 - Distribution manager
- **Job Considerations & Support Needs:**
 - Job Preferences: Specific hours
 - Health Needs: None
 - Transportation: Car
 - Childcare & Dependent Care: Has stable childcare
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 2502 E Empire St, Bloomington, IL 61704
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 8/4/1979
- **Email:** trevor.mcneil@fakemail.com

- **Phone:** 999-999-9999
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** No
- **Work Authorization:** Yes
- **Selective Service:** No
- **Marital Status:** Married
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No
 - Completed vocational certificate in warehouse operations and inventory control in 2003

Employment Background & Skills

- **Work Experience:**
 - Warehouse associate/Inventory clerk for 12 years in Mexico.
 - Inventory clerk at local company for 8 years.
- **Skills:**
 - Mathematics
 - Technical drawing
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Local warehouse had a small layoff
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
- Layoff Event = yes
 - Job Title: Shipping, Receiving, and Inventory Clerks
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026

- Actual Layoff Date: 2/5/2026
- Wages: 38,000\$ Yearly
- UI Status – I am not sure
- Declining = No
- Low Growth = Yes
- UI Claimant = No

Income Assistance

- **Unemployment Insurance (UI) Status:** Has not filled, struggling to navigate the process.
- **Public Assistance:**
 - N/A

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse

Other Identified Employment Barriers

- Pregnant or Parenting: Yes, has kids
- Justice Impacted: No
- Foster Care: No
- Trouble with English: Writing and Speaking
- English as Native Language = No
- English as Primary Language Spoken in the House = Yes

Information Learned During Assessment to guide Career Plan

- Chris was laid off and is looking for new employment in his same career cluster. He needs digital literacy and EAL assistance, as well as improving interview skills. He would also like to upgrade his skills through training.

Service Needs & Referrals

- **Urgency Tag:**
- **Referral Needs:**
 - Needs ESL referral
 - Vocational training referral and attendance tracking. The vocational program has reached out three times with orientation invites.



Illinois
Department of Commerce
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OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

Intake Personas
February 2026 V2

- **Intake Preferences:**
 - Staff-assisted intake
 - ESL program referral and intake
 - Communication workflows for users with limited phone access
 - City-of-residence verification for eligibility

Persona: Colin Draper

Customer Overview

Colin is a 29-year-old bilingual DACA recipient with valid work authorization who was recently laid off when a car manufacturing facility closed. He has a hearing impairment that requires occasional accommodation but does not limit his ability to work. Colin has no children or legal issues and is eager to return to the workforce quickly to maintain income and help support his extended family. He is open to transitioning into a new career field and wants to leverage his bilingual skills in a role that offers stability and growth. Colin is seeking assistance with career planning and job placement to achieve his goals.

Program Track: Dislocated Worker - Facility closure

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
 - Get a job
 - Start/change career
- **Career Interest:**
 - Exploring different career paths
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: Hearing disability, occasional accommodations needed
 - Transportation: Car, Get a ride
 - Childcare & Dependent Care: he helps support his extended family
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 3304 N. Main St., Rockford, IL 61103
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 1/23/1995
- **Email:** colin.draper@fakemail.com
- **Phone:** 815-630-8754

- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Hispanic
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** No - DACA recipient
- **Work Authorization:** Yes
- **Selective Service:** 9512345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Supplier Liaison at a car manufacturing facility for 7 years
- **Skills:**
 - Work with Spanish-speaking suppliers, coordinate between teams, and assist with shipments/reporting.
- **Current Employment Status:** Doesn't have a job but is looking for one
- **Reason for Job Loss:** Plant closed
- **Resume:** Yes, outdated
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 58,000\$ Yearly
 - UI Status – I am receiving UI
 - Declining = No
 - Low Growth = Yes
 - UI Claimant = Yes, UI Profilee

- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- Unemployment Insurance (UI) Status: Claimed
- Public Assistance:
 - None

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- William was recently laid off and is looking to re-enter the workforce as soon as possible. He is open to a career change, specifically a career that would allow him to use his bilingual skills.

Service Needs & Referrals

- **Urgency Tag:** single-income household
- **Referral Needs:**
 - Childcare assistance referrals with urgency tagging for single-income households
 - Title I referral for the Dislocated Worker program
 - Title II referral for Adult Ed ESL
 - Title III referral for UI filing assistance
- **Intake Preferences:**
 - Testing mobile-friendly referral system for clients who rely on smartphones over desktops
 - Eligibility flagging for SNAP/TANF-related support
 - Indicated need for language-access: Spanish-language forms, bilingual staff, interpreter scheduling

Persona: Bridget Keller

Customer Overview

Bridget is a 38-year-old woman who has spent the last 15 years as a full-time caregiver for her children. Now that her kids are older, she is eager to return to the workforce. Before leaving the workforce, she worked as a Certified Nursing Assistant (CNA), but her license has expired. Bridget is eager to return to healthcare but faces barriers such as outdated credentials, limited recent work experience, and uncertainty about current job requirements. Bridget is actively seeking to reinstate her CNA license, create a resume, and get back into the workforce.

Program Track: Adult

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
 - Earn Credential
- **Career Interest:**
 - Needs training to reach goal in healthcare
- **Job Considerations & Support Needs:**
 - Job Preferences: Flexible hours
 - Health Needs: None
 - Transportation: Car
 - Childcare & Dependent Care: Has stable childcare
 - Legal Needs: None
 - Money Needs: None
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 1317 W Garden St, Peoria, IL 61602
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 4/17/1987
- **Email:** bridget.keller@fakemail.com
- **Phone:** 309-339-0527
- **Can Receive Text:** Yes

- **Preferred Communication:** Email



Demographic

- **Race/Ethnicity:** Black
- **Sex:** Female
- **Veteran Status:** No
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not Applicable
- **Marital Status:** Married
- **SSN:** 123-45-6789



Education History

- **Education Level:** High School Graduate and Expired CNA license
- **Currently Enrolled in School/Training:** **X** No



Employment Background & Skills

- **Work Experience:** CNA experience but hasn't worked for 15 years
- **Skills:**
 - Clerical and record keeping
 - Basic medical, clinical, and patient care skills
 - Following safety protocols
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Quit to stay home with kids
- **Resume:** Not available – needs help creating one



Income Assistance

- **Unemployment Insurance (UI) Status:** Not Claimed
- **Public Assistance:**
 - N/A



Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Spouse



Other Identified Employment Barriers

- **Pregnant or Parenting:** No

- Justice Impacted: No
- Foster Care: Yes, previously in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Denise is looking to re-enter the workforce after a decent length of time away. She was a CNA previously and would like to return to healthcare. However, she will need to update her credentials. Since her credentials have expired, she will need assistance to get them reinstated, create a new resume, and find a job.

Service Needs & Referrals

- **Urgency Tag:**
- **Referral Needs:**
 - Title I referral for CNA license reinstatement support, potential funding for exam fees, retraining, and wraparound needs like transportation.
 - Coordination with Reentry programs and Second Chance partners
- **Intake Preferences:**
 - Testing employer-engagement referrals: resume flagging for reentry candidates
 - Tracking milestones for professional license reinstatement

Persona: Shawn Whitt

Customer Overview

Shawn is a 22-year-old former foster youth who dropped out of college due to financial stress. He currently works part-time at Best Buy but doesn't get enough hours to cover his expenses and is receiving SNAP benefits. Shawn has been diagnosed with anxiety and depression, which makes navigating job searches and training programs challenging. Despite these barriers, he is highly interested in IT training and wants to return to college to complete his associate degree in technology. Shawn needs mental health support, career counseling, and assistance with enrollment and financial aid to get back on track toward his education and career goals.

Program Track: OSY – foster care

Goals & Support Needs

- **Career goals:**
 - Earn Degree
 - Get a Job
- **Career Interest:**
 - Has specific occupations in mind
 - Computer Programmer
 - Software Developer
- **Job Considerations & Support Needs:**
 - Job Preferences: None
 - Health Needs: Mental health needs
 - Transportation: Public transport, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: None
 - Money Needs: Needs help
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 204 N Ottawa St, Joliet, IL 60432
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 6/27/2003
- **Email:** shawn.whitt@fakemail.com
- **Phone:** 815-467-7489
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** Black
- **Sex:** Male
- **Veteran Status:** No
- **Disability Status:** Yes – mental health
- **Citizenship:** U.S. Citizen
- **Work Authorization:** Yes
- **Selective Service:** 0312345678
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** Some College
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** Sales Associate at Best Buy
- **Skills:**
 - Sales
 - Technically savvy
- **Current Employment Status:** Has a part-time job
- **Reason for Job Loss:** N/A
- **Resume:** Not available – needs help creating one

Income Assistance

- **Unemployment Insurance (UI) Status:** N/A
- **Public Assistance:**
 - SNAP (Food Stamps)
 - Limited income

Additional Contacts

- **Name:** Sam Brown

- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: Yes, previously in foster care
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Martin currently works part-time but needs a full-time job and is interested in completing his Associate's degree in technology to get into the IT field. He will need assistance getting his degree through enrollment and financial aid. He will also need assistance creating a resume and finding a job.

Service Needs & Referrals

- **Urgency Tag:** Housing instability
- **Referral Needs:**
 - Title I referral for IT certificate training and supportive services
 - Youth/young adult workflows with foster care alumni auto-qualification
 - Integration with mental health services referrals
- **Intake Preferences:**
 - Testing shortened/intake-light workflows for participants with anxiety
 - Tracking supportive service milestones (e.g., laptop access, transportation vouchers)

Persona: Kelly Rowan

Customer Overview

Kelly is a 61-year-old woman who recently lost her job when the coal plant where she worked as a mining machine operator closed. She has health conditions after working in mining for most of her life. She has limited digital literacy and has exhausted her unemployment benefits, putting her at risk of long-term unemployment. Kelly is unsure of her next steps and needs guidance to identify a new career path that offers self-sufficient wages. Kelly is seeking career counseling to help determine her next steps, assistance with digital literacy skills, and help addressing the transportation barriers she faces.

Program Track: Dislocated Worker - Small Group Layoff

Goals & Support Needs

- **Career goals:**
 - Return to the workforce
- **Career Interest:**
 - Unsure of where to start
- **Job Considerations & Support Needs:**
 - Job Preferences: Close to home
 - Health Needs: Health conditions
 - Transportation: No way, Get a ride
 - Childcare & Dependent Care: None
 - Legal Needs: None
 - Money Needs: Budgeting
- **Literacy & Skills Assessment:**
 - Can read and understand written English
 - Can write short paragraphs in English
 - Can do basic math without a calculator
 - Can speak English well enough to get or keep a job
 - Cannot use a computer independently
 - Can follow step-by-step instructions
 - Can fill out forms with assistance

Basic Information

- **Address:** 201 E Main St, Galatia, IL 62935
- **Living Situation:** I have a stable and permanent place to live
- **Date of Birth:** 8/1/1964
- **Email:** kelly.rowan@fakemail.com
- **Phone:** 618-365-4587
- **Can Receive Text:** Yes
- **Preferred Communication:** Email

Demographic

- **Race/Ethnicity:** White
- **Sex:** Female
- **Veteran Status:** Yes
- **Disability Status:** No
- **Citizenship:** U.S. Citizen
- **Work Authorization:** N/A
- **Selective Service:** Not Applicable
- **Marital Status:** Single
- **SSN:** 123-45-6789

Education History

- **Education Level:** High School Graduate
- **Currently Enrolled in School/Training:** No

Employment Background & Skills

- **Work Experience:** 30 years of experience in a coal plant as a mining machine operator
- **Skills:**
 - Monitoring equipment, recording operational data
 - Safety compliance
 - Team communication
- **Current Employment Status:** Not employed, actively seeking work
- **Reason for Job Loss:** Plant closed
- **Resume:** Not available – needs help creating one
- **Job Loss & Reemployment Status:**
 - Cannot return to previous job
- **Previous Employer:**
 - Global Test Equipment
 - Layoff Event = yes
 - Job Title: Continuous Mining Machine Operators
 - Employer Address: 1424 Cente Cir, Downers Grove, IL 60515
 - Date Notified of Layoff: 12/22/2025
 - Projected Layoff Date: 2/5/2026
 - Actual Layoff Date: 2/5/2026
 - Wages: 48,000\$ Yearly
 - UI Status – I have exhausted UI
 - Declining = No
 - Low Growth = No

- Does the customer need additional assistance finding work: Yes
- Reason Why: Limited local opportunities in previous occupation/industry
- UI Claimant = Yes, UI Profilee
- Have you verified the customer is a UI Claimant = Yes

Income Assistance

- **Unemployment Insurance (UI) Status:** Exhausted
- **Public Assistance:**
 - Limited income

Additional Contacts

- **Name:** Sam Brown
- **Phone:** 999-999-8888
- **Can Receive Text:** Yes
- **Email:** Samb@fakemail.com
- **Relationship:** Friend

Other Identified Employment Barriers

- Pregnant or Parenting: No
- Justice Impacted: No
- Foster Care: No
- Trouble with English: No

Information Learned During Assessment to guide Career Plan

- Barbara is currently unemployed and in need of an immediate return to the workforce. She is unsure where to start and is ready to start a new career. She also needs assistance with digital literacy.